

Washington State Patrol

1999-2000

Citizen Survey

Results Presentation

November 7, 2000

Washington State University

Division of Governmental Studies and Services



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Survey Methodology

- Tested Instrument
 - National, State and Local Applications
- Random Sample(s)
 - Validated Sources
- Three-Wave (Dillman) Mail Process
 - Response Rates
- Representative Respondents
 - Confirmed Post-administration

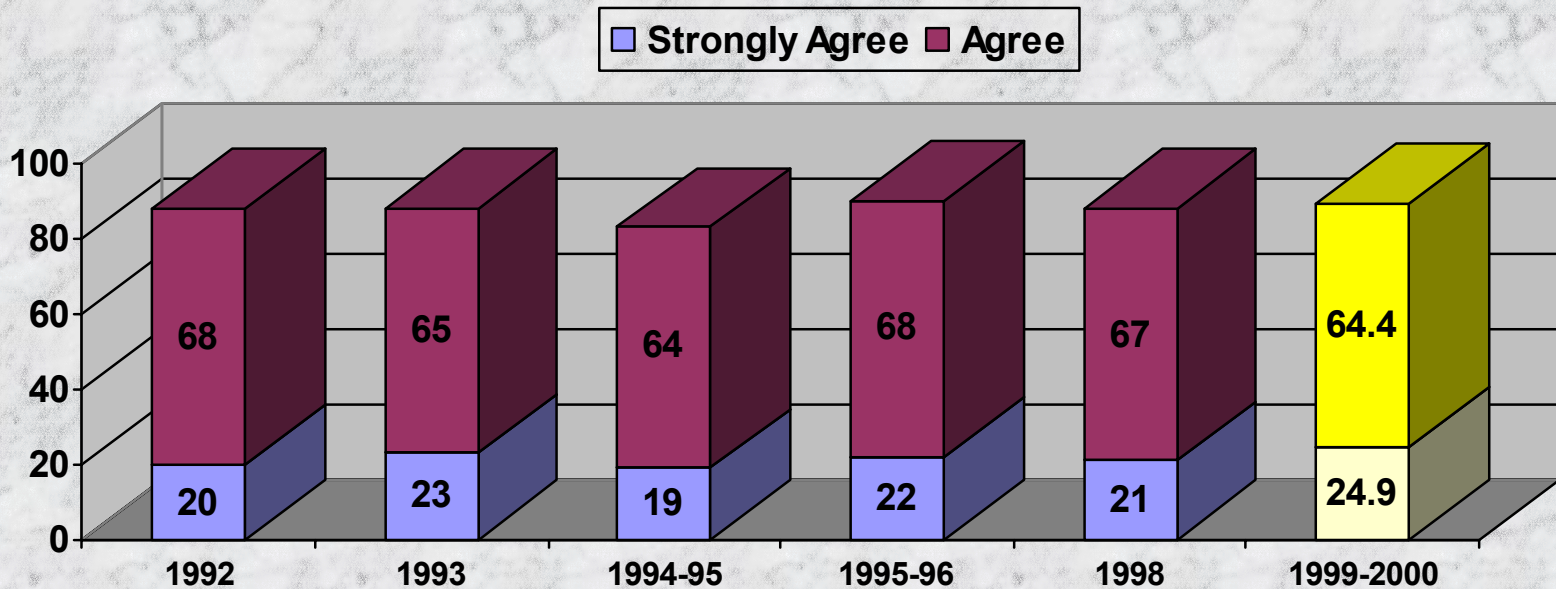
Elements of Systematic Citizen Assessment: 1999-2000

- Series of Surveys:
 - 1992, 1993, 1994-5, 1995-6, 1998, 1999-00
- Standardized Questions:
 - Trend Analysis
- New Section Annually:
 - Customer/Contacts Analysis (1999-2000)
- Oversample for Wenatchee Pilot Study
 - Corridor Safety/POPS Outcomes Assessed
- District-by-District Analysis

Trend Analysis: WSP Mission Performance

Question: "Overall, the Washington State Patrol does a good job of performing its mission."

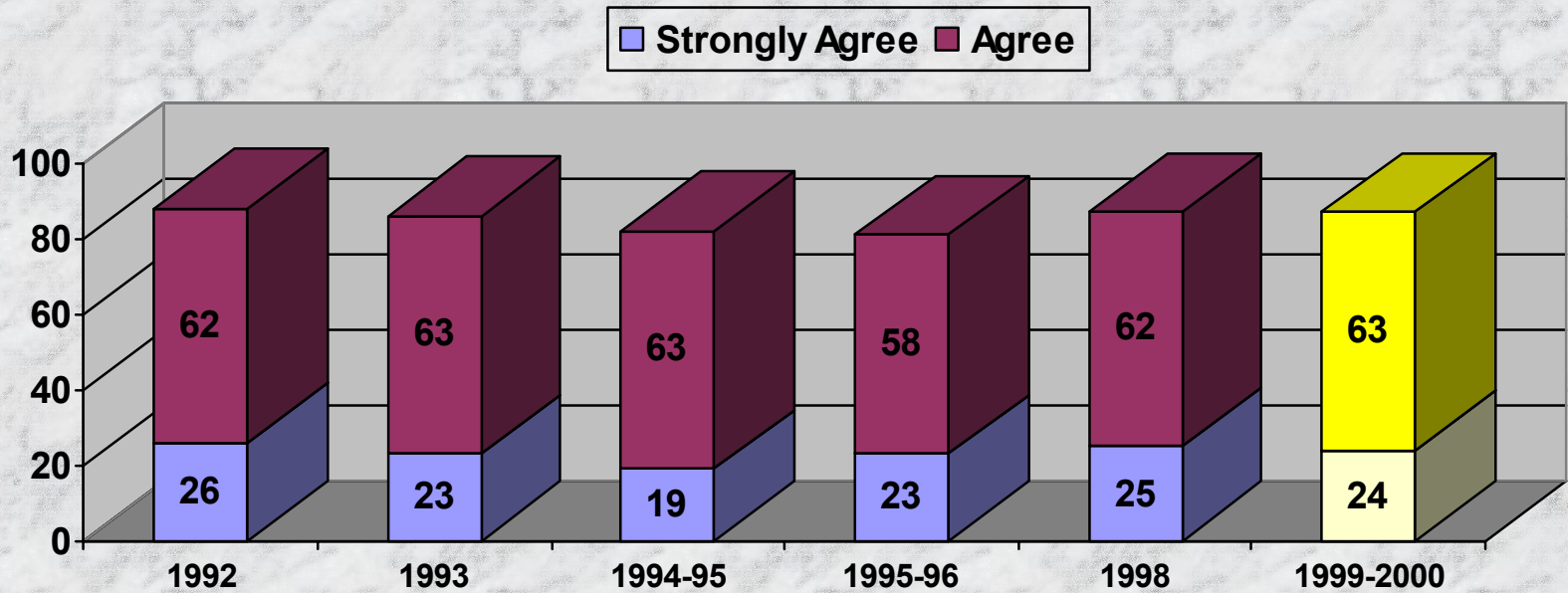
___ *Strongly Agree* ___ *Agree* ___ *Undecided* ___ *Disagree* ___ *Strongly Disagree*



Note: Sample sizes range from 800 to 3000. Margin of error for 1999-2000 survey is +/- 3%

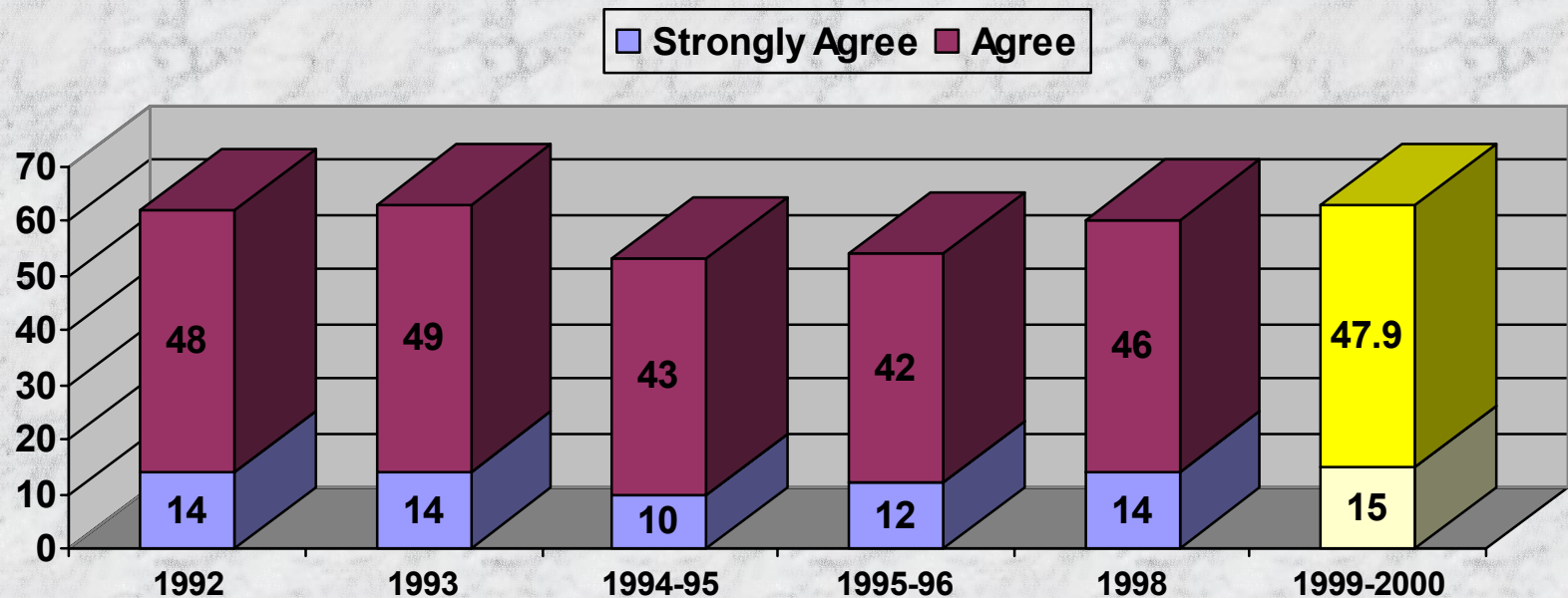
Trend Analysis: WSP Officer Courtesy

Question: "In general, Washington State Patrol Troopers treat citizens courteously."



Trend Analysis: WSP Ethnic Neutrality

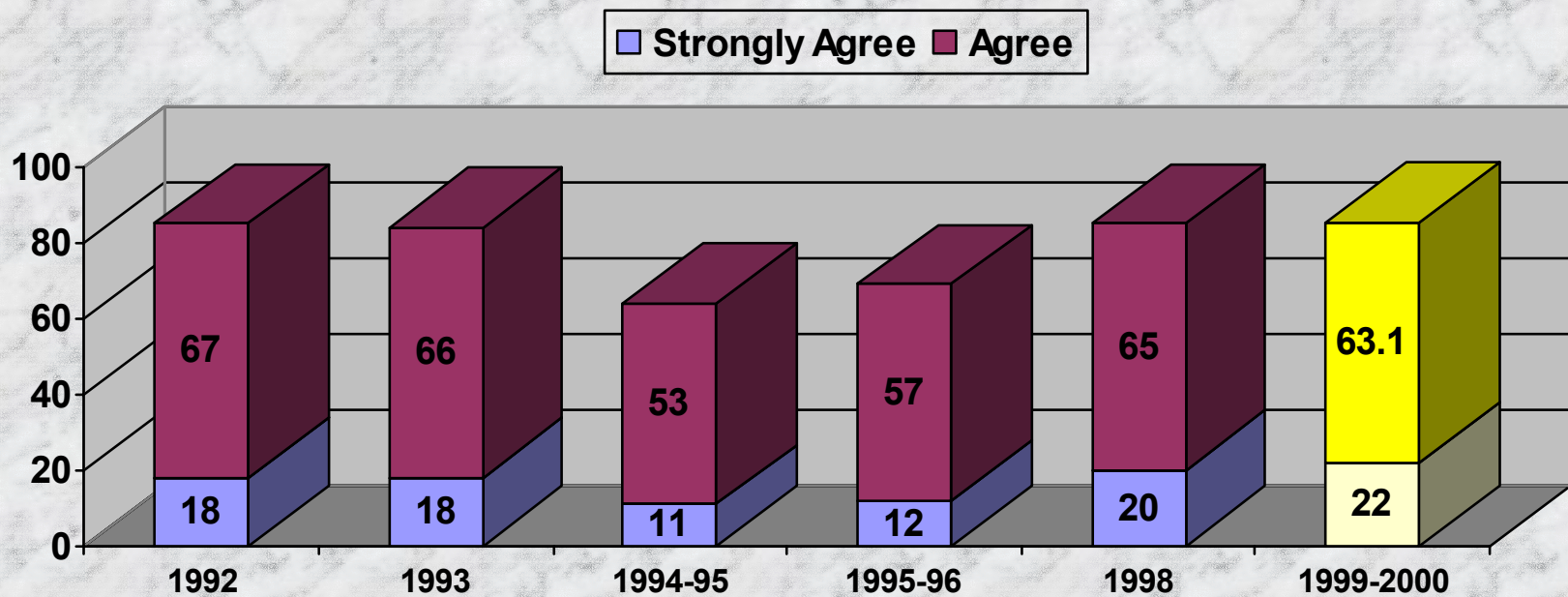
Question: “The Washington State Patrol typically treats citizens the same regardless of their ethnic background.”



Trend Analysis:

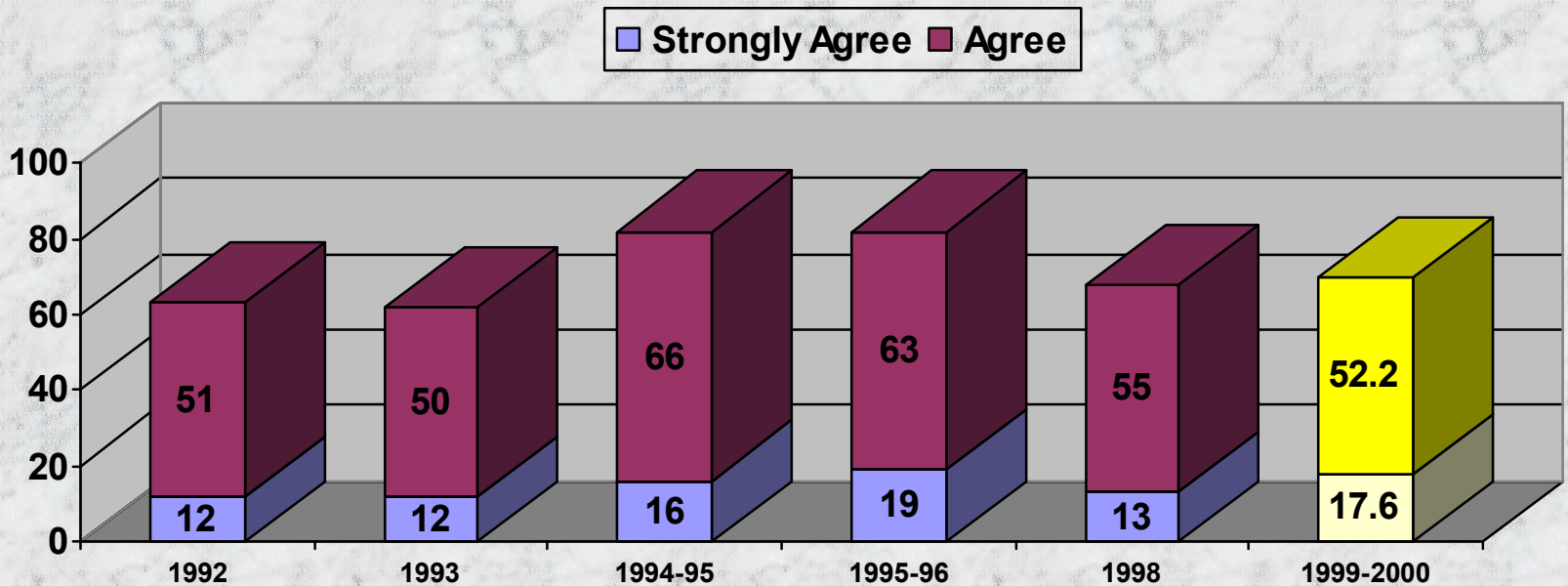
Citizen Satisfaction With Services

Question: "I am quite satisfied with those services provided by the Washington State Patrol with which I am familiar."



Trend Analysis: Drunk Driving Enforcement

Question: "With regard to the enforcement of drinking and driving laws, the Washington State Patrol is doing a good job of removing drunk drivers from state highways."

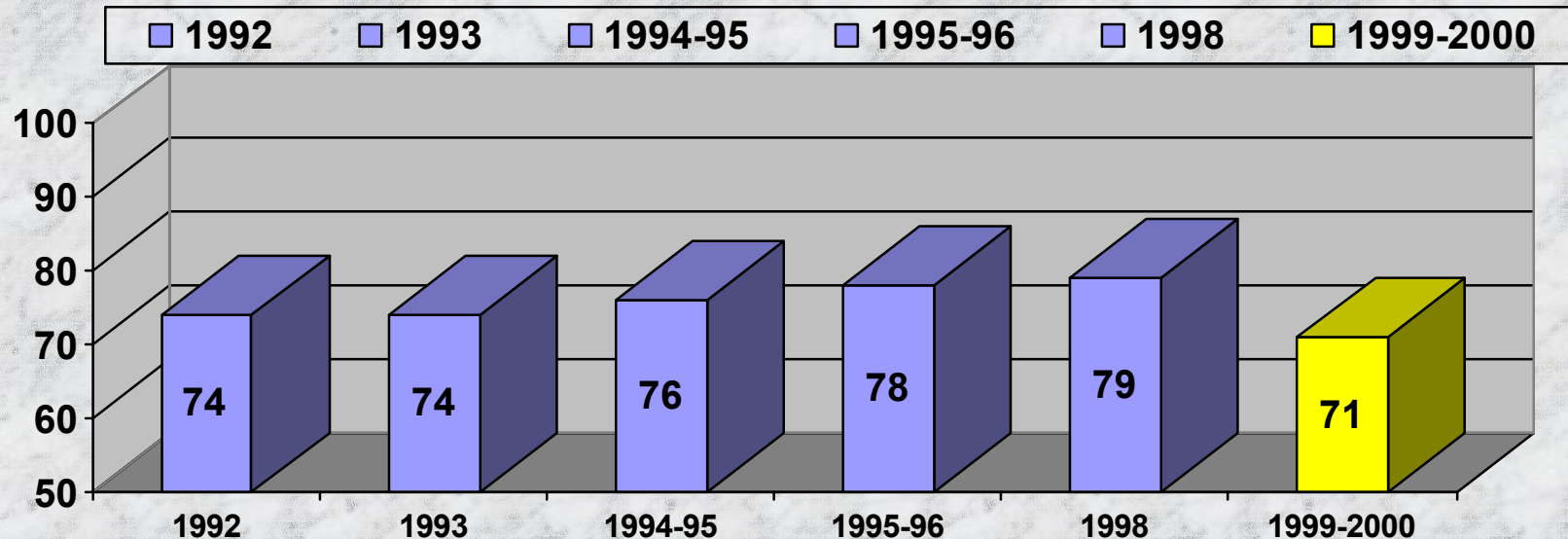


Trend Analysis:

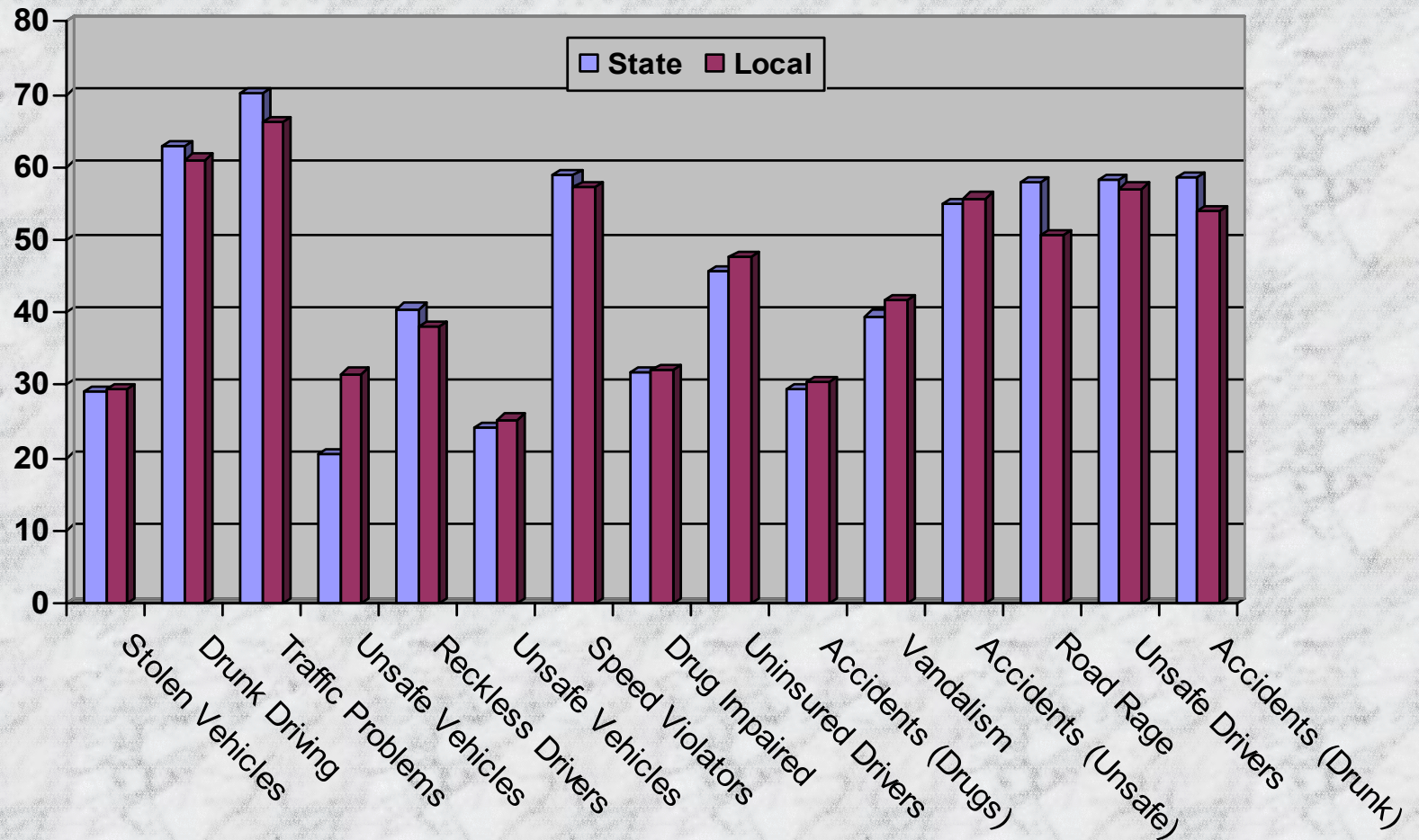
WSP Fairness Among Cited Drivers

Question: "Receiving a traffic citation (ticket) is never a pleasant experience. If you have ever received a traffic ticket from a WSP Trooper, did you feel you were treated fairly?"

Percent of Cited Drivers Reporting Having Been Treated Fairly

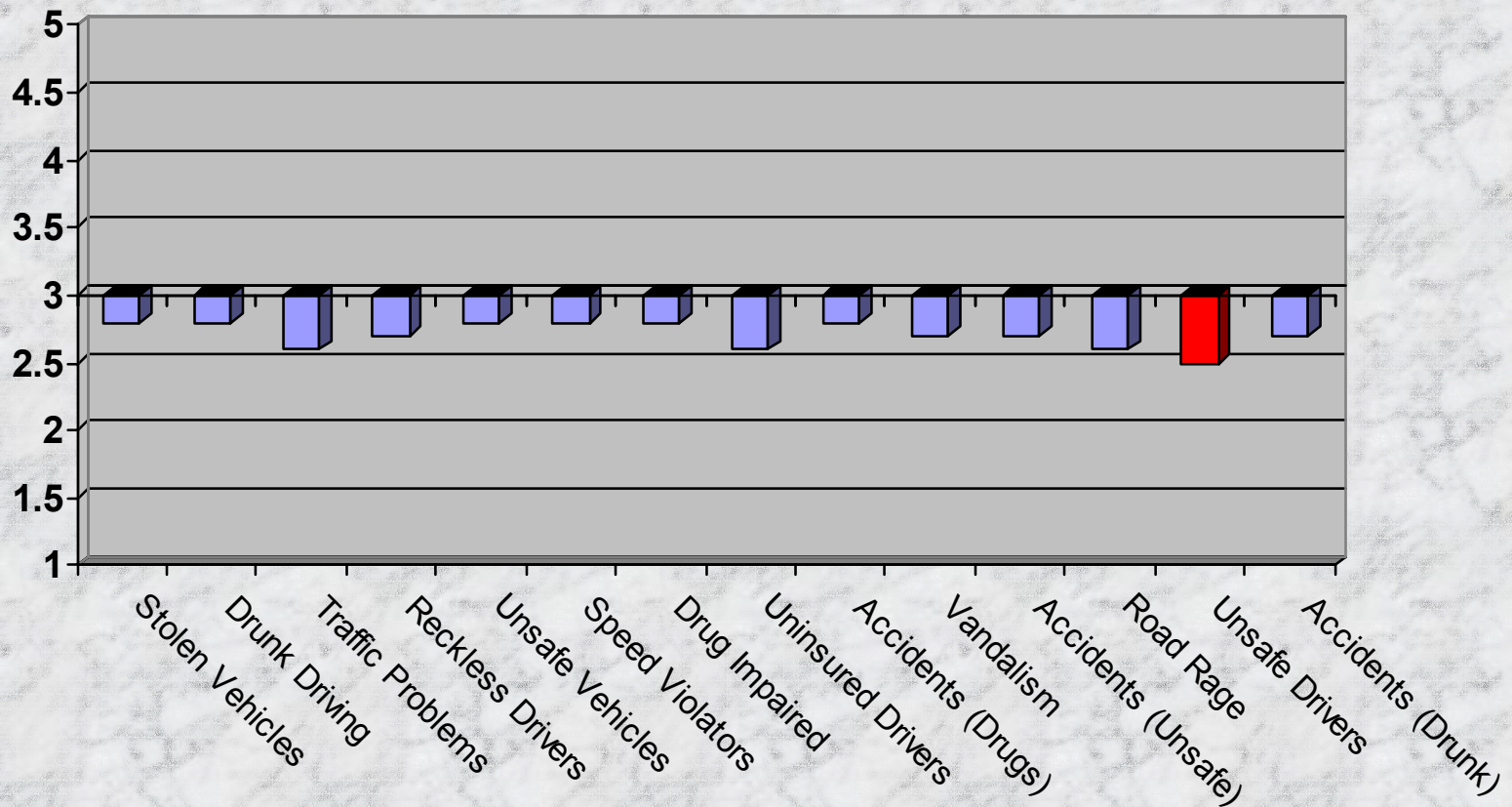


Citizen Concerns: Statewide vs. Local



Citizen Perceptions: WSP Focus on Priority Problems

5-point scale: 1 = Too Little Attention, 5 = Too Much Attention



Citizen Comment Themes

- Cell Phones
- Civility
- Road Rage
- Drunk Drivers
- Commercial Operators

Customer Contact Sample

- Drivers Rendered Assistance ($n=275$)
- Drivers Given Verbal Warning ($n=139$)
- Drivers Given Written Warning ($n=141$)
- Drivers Issued Citation ($n=242$)

Wenatchee Over-Sample

- District History
 - Corridor Safety Program
- POPS Activities
 - Pilot Study Effort
 - Problem Solving
 - Citizen Involvement and Partnerships

Note: 245 observations in District 6 provide for a margin of error of +/- 5%.

WSP Mission Performance

Question: "Overall, the Washington State Patrol does a good job of performing its mission."

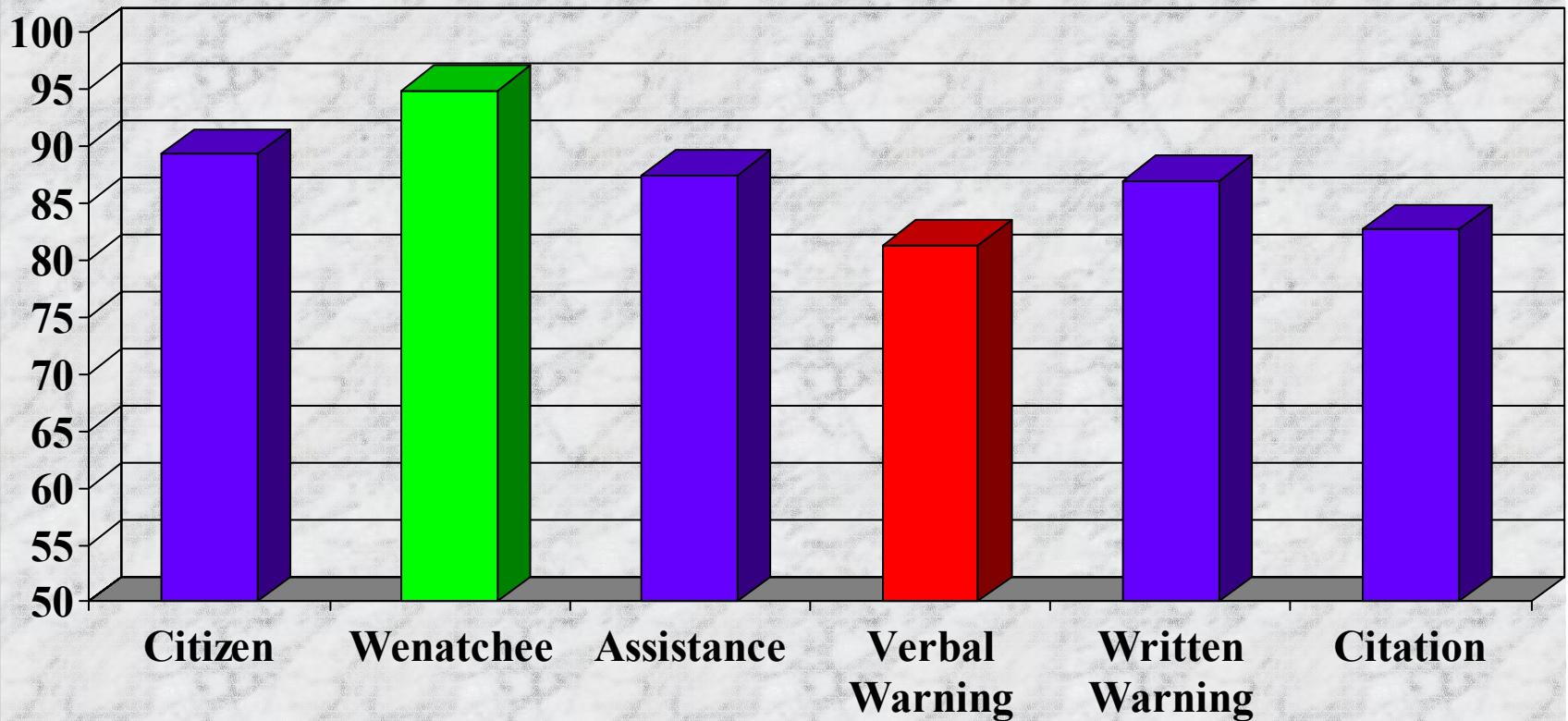
Strongly Agree

Agree

Undecided

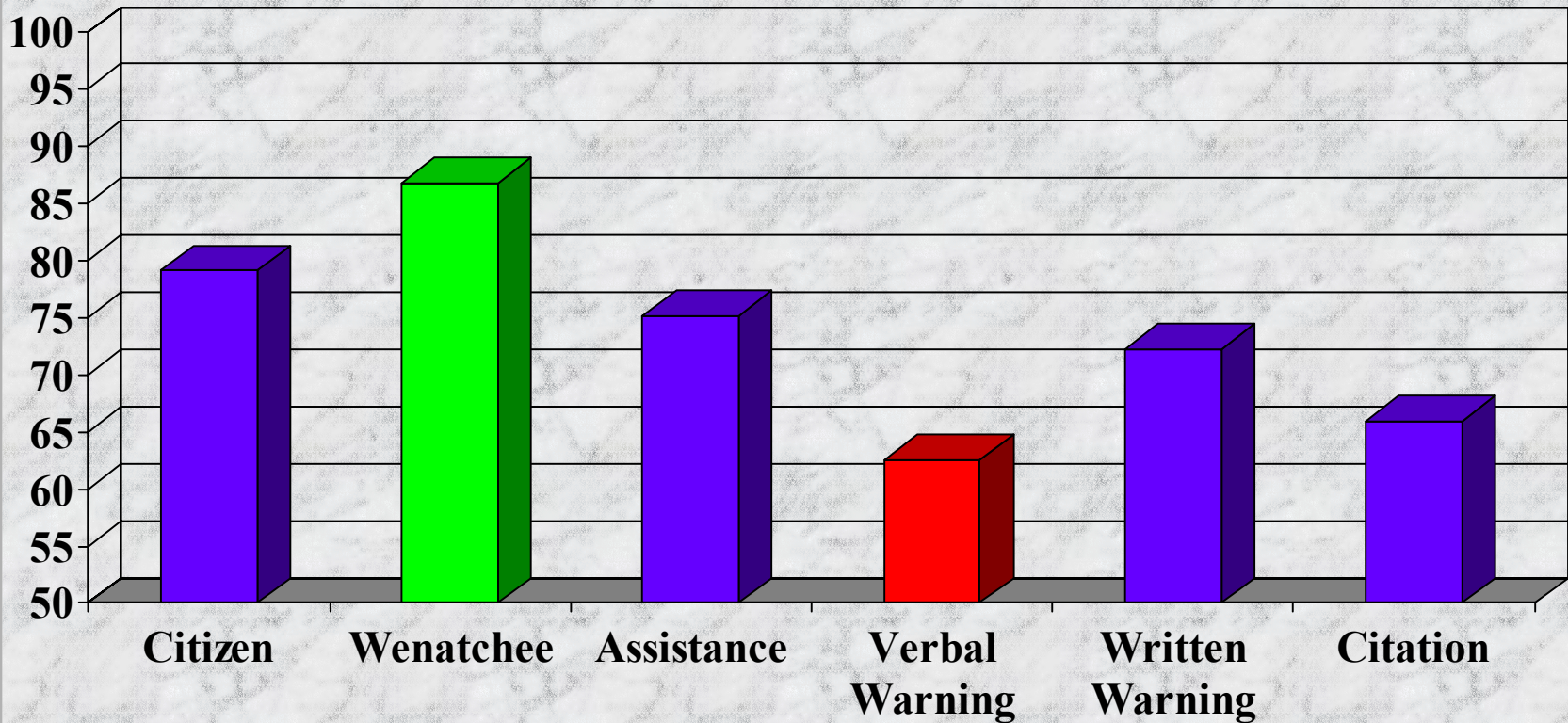
Disagree

Strongly Disagree



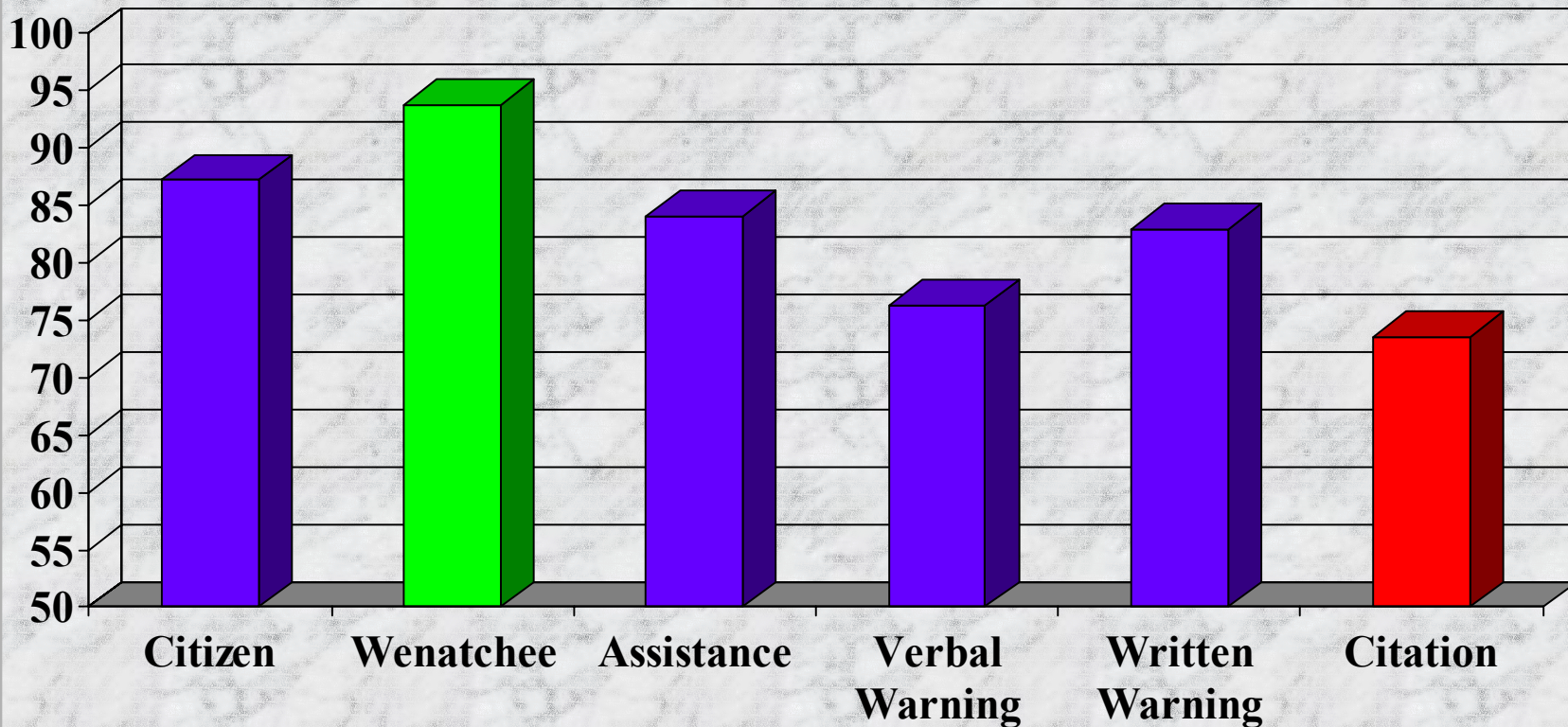
WSP Troopers Attentive

Question: "In general, Washington State Patrol Troopers are attentive to the questions and concerns of citizens."



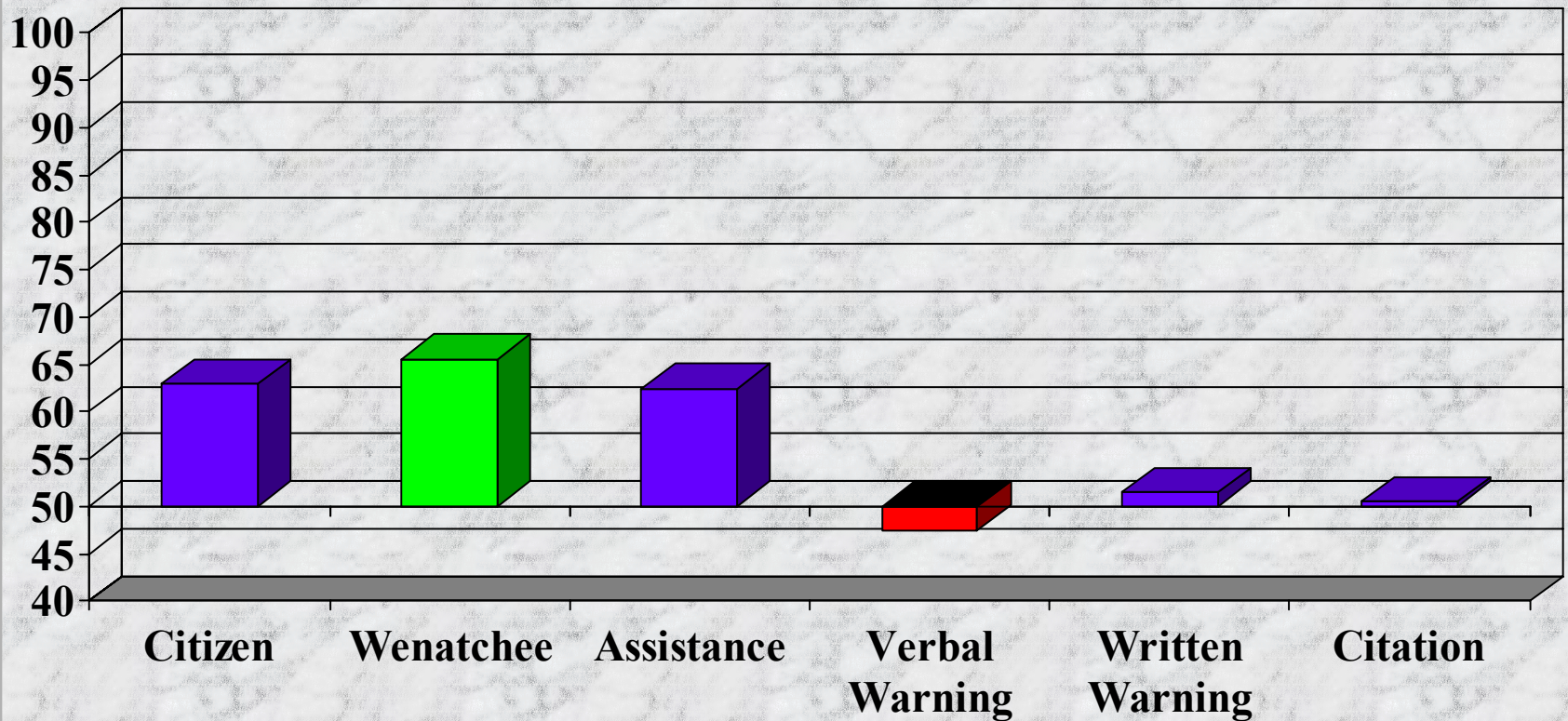
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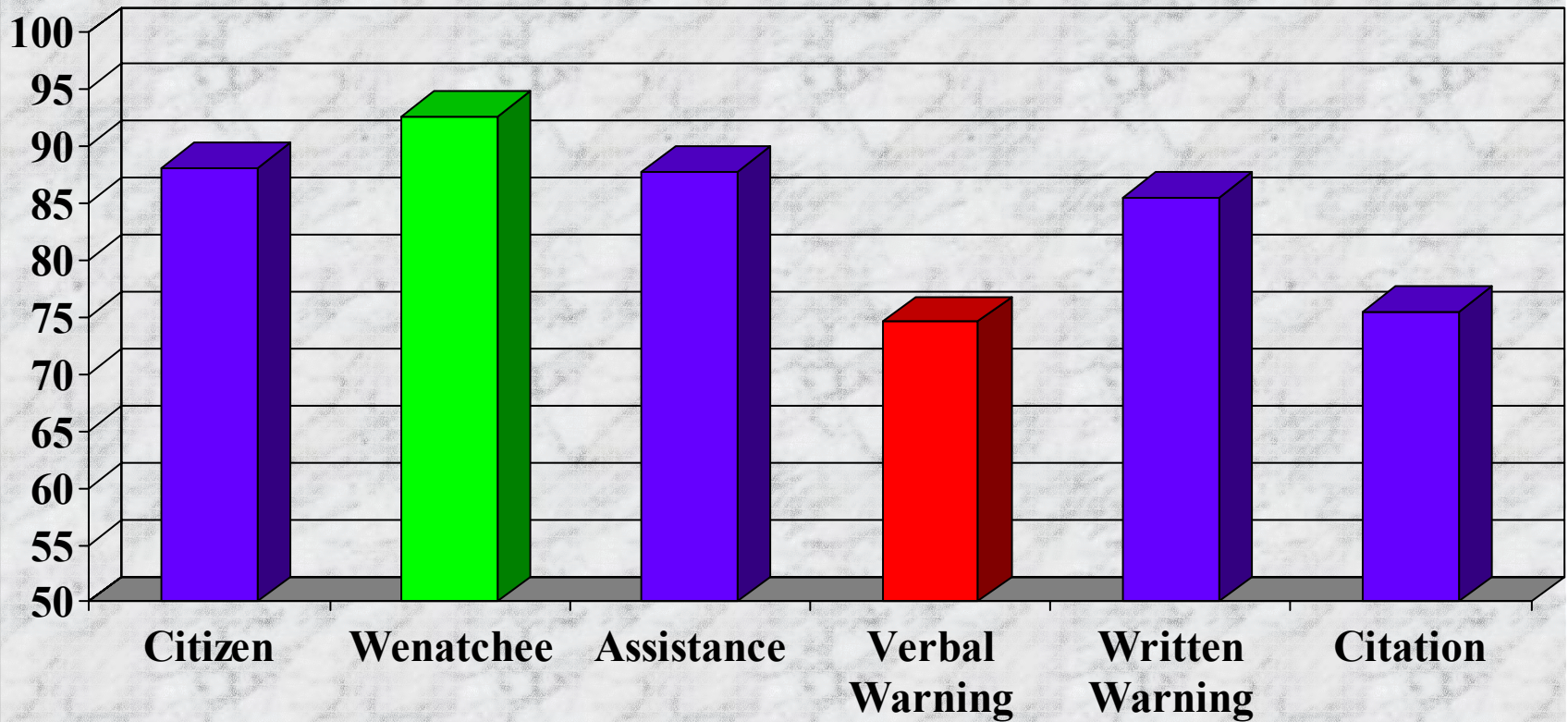
WSP Troopers Neutral

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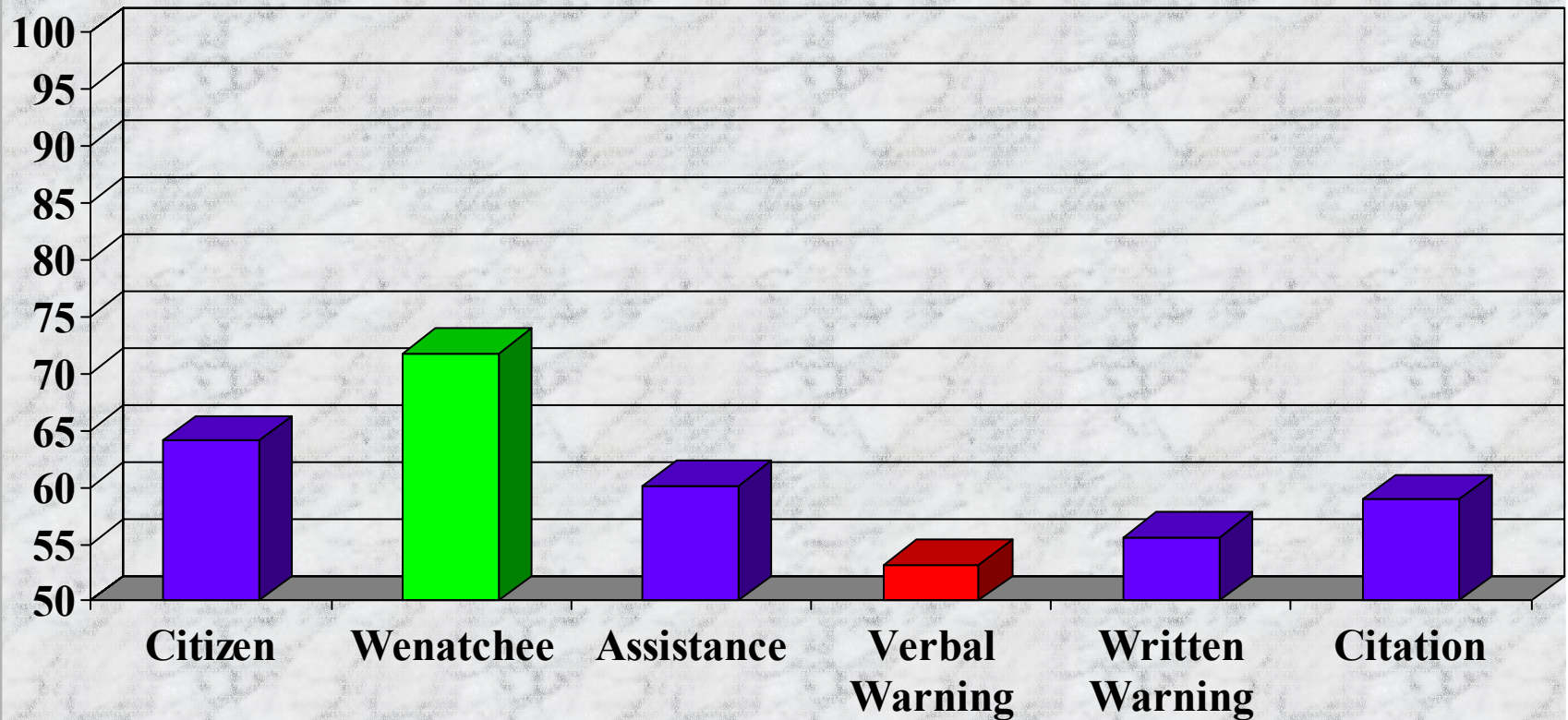
WSP Troopers Reliable

Question: "In General, Washington State Patrol Troopers are reliable."



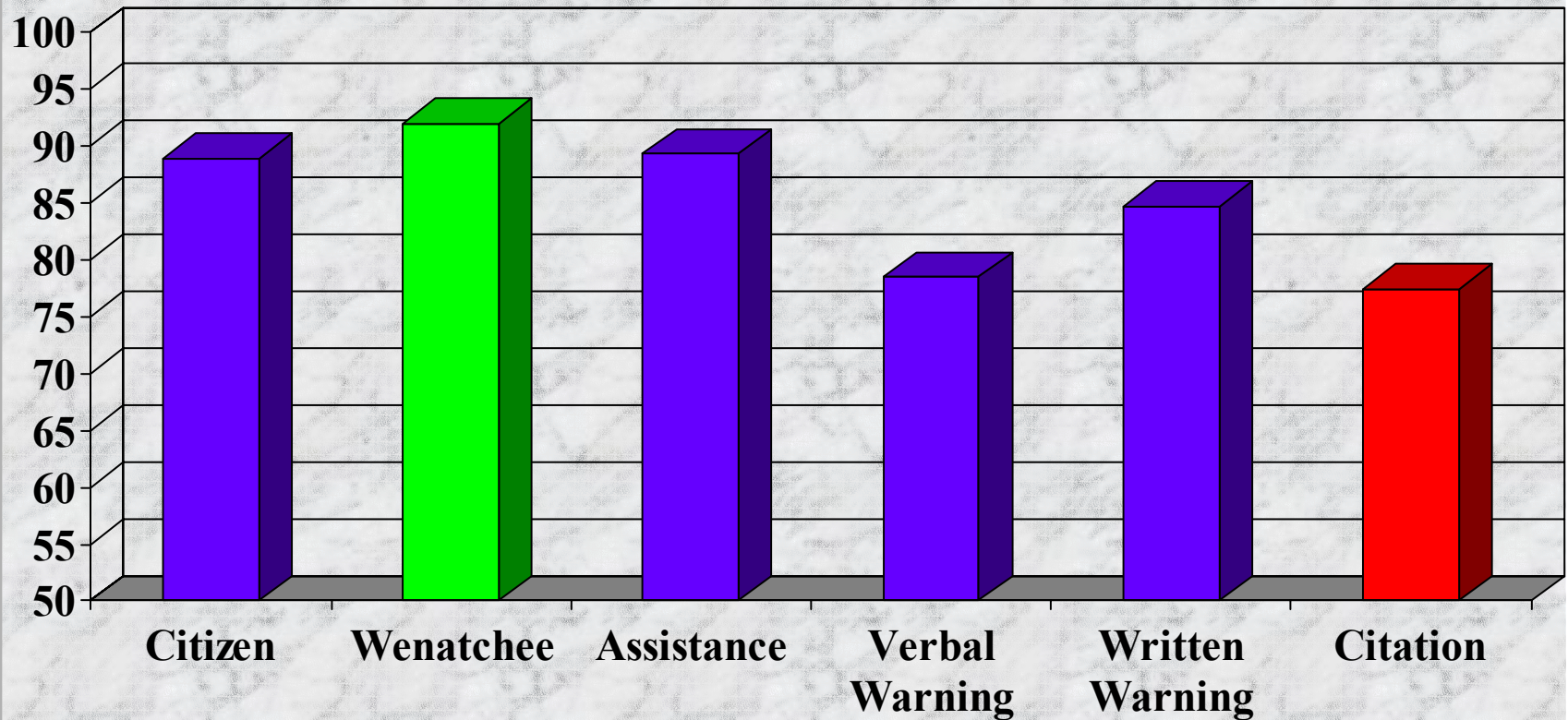
WSP Troopers Responsive

Question: "In general, Washington State Patrol Troopers are responsive to local issues."



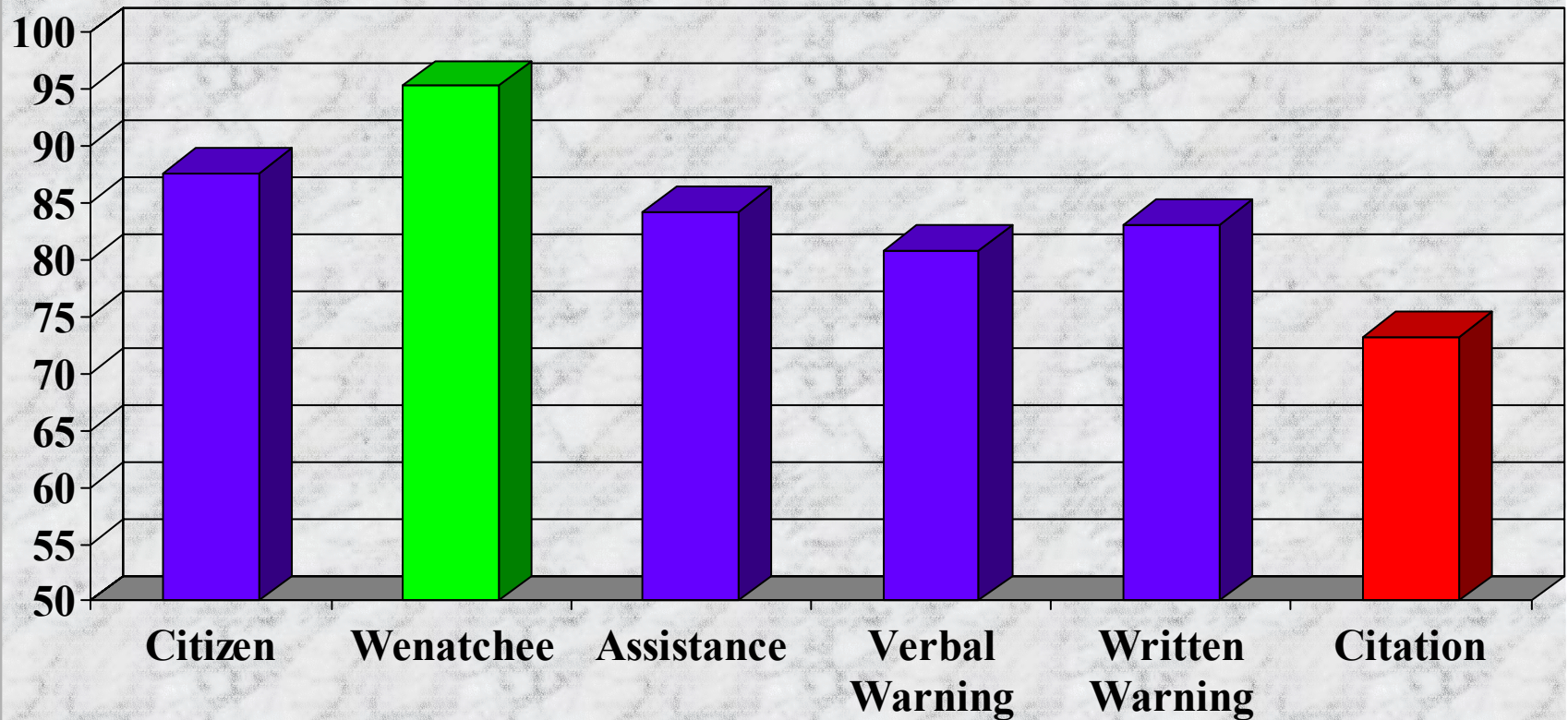
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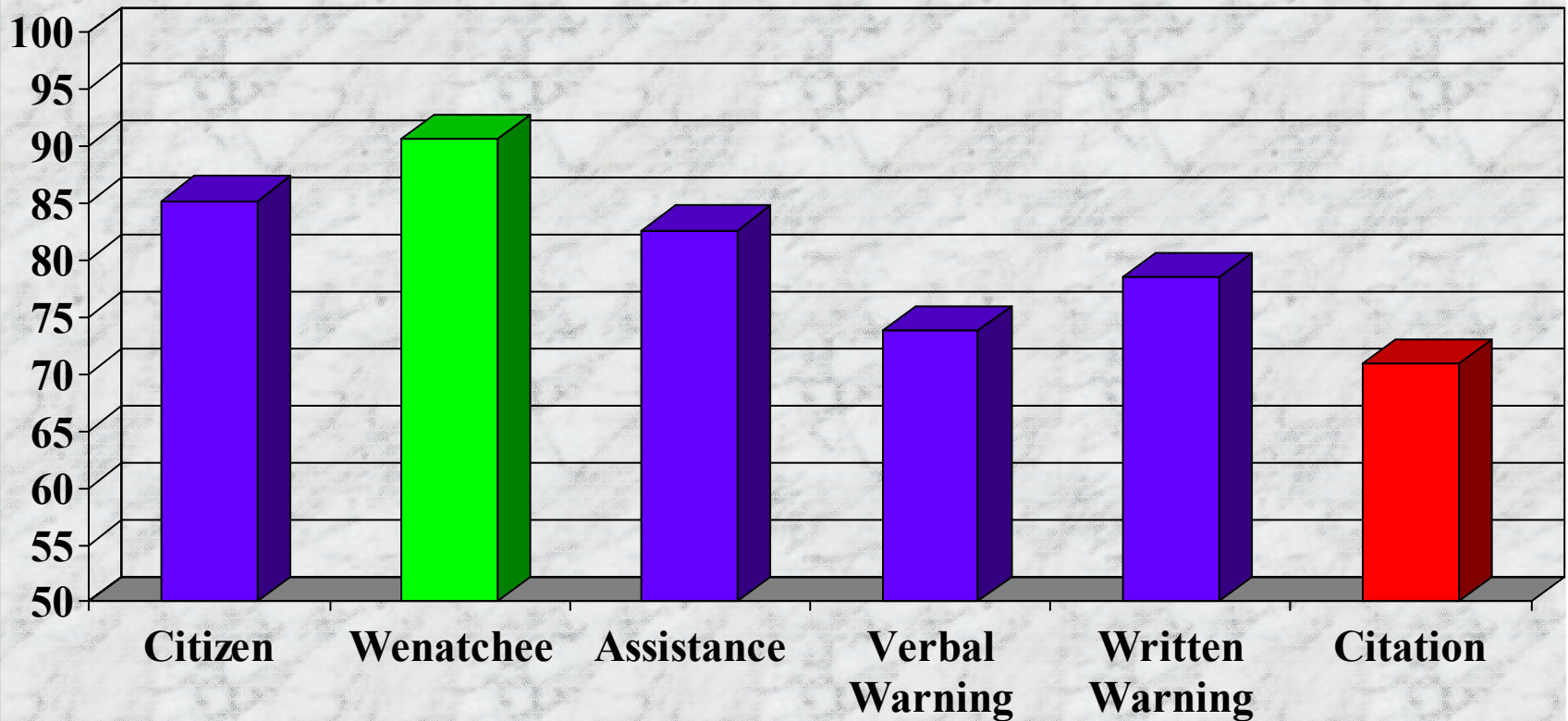
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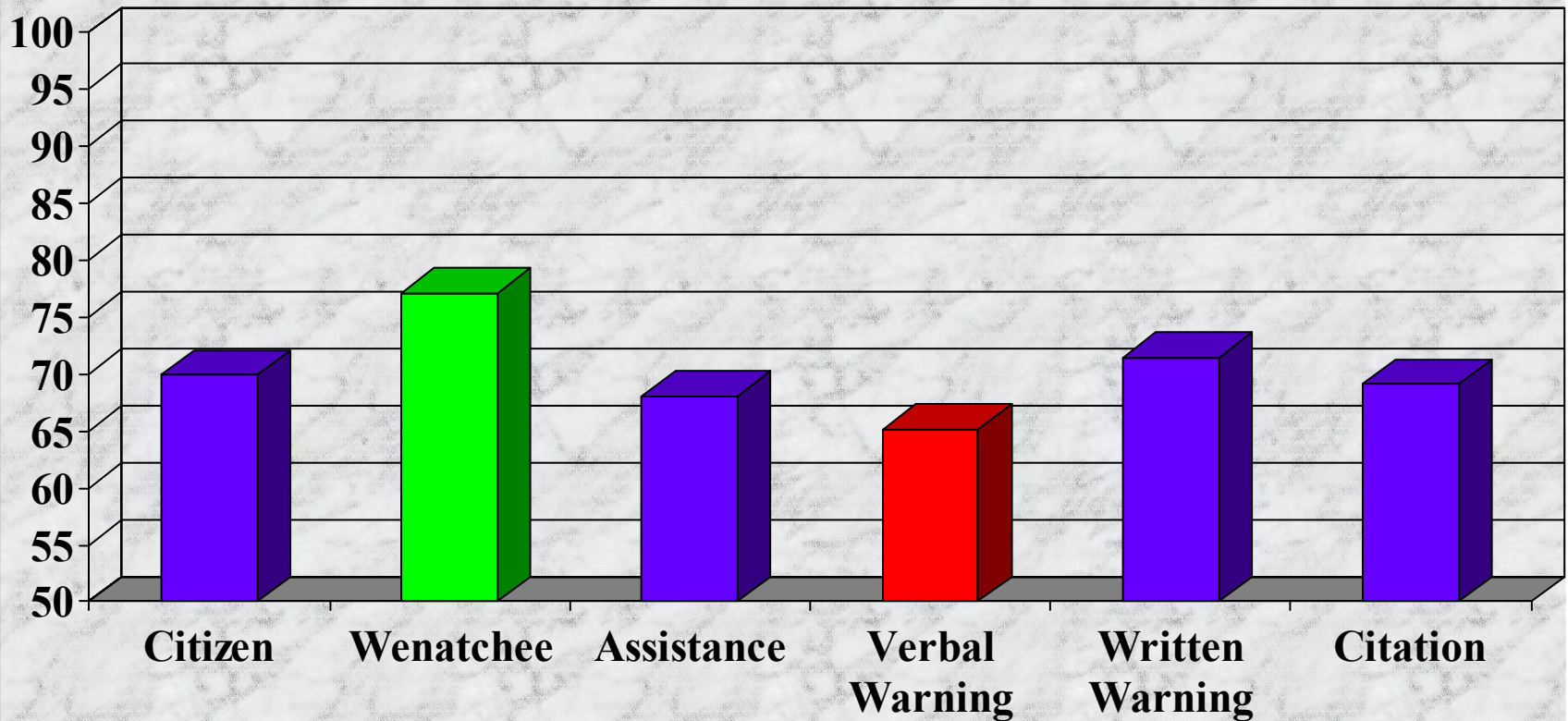
Satisfaction With WSP Services

Question: "I am quite satisfied with those services provided by the Washington State Patrol with which I am familiar."



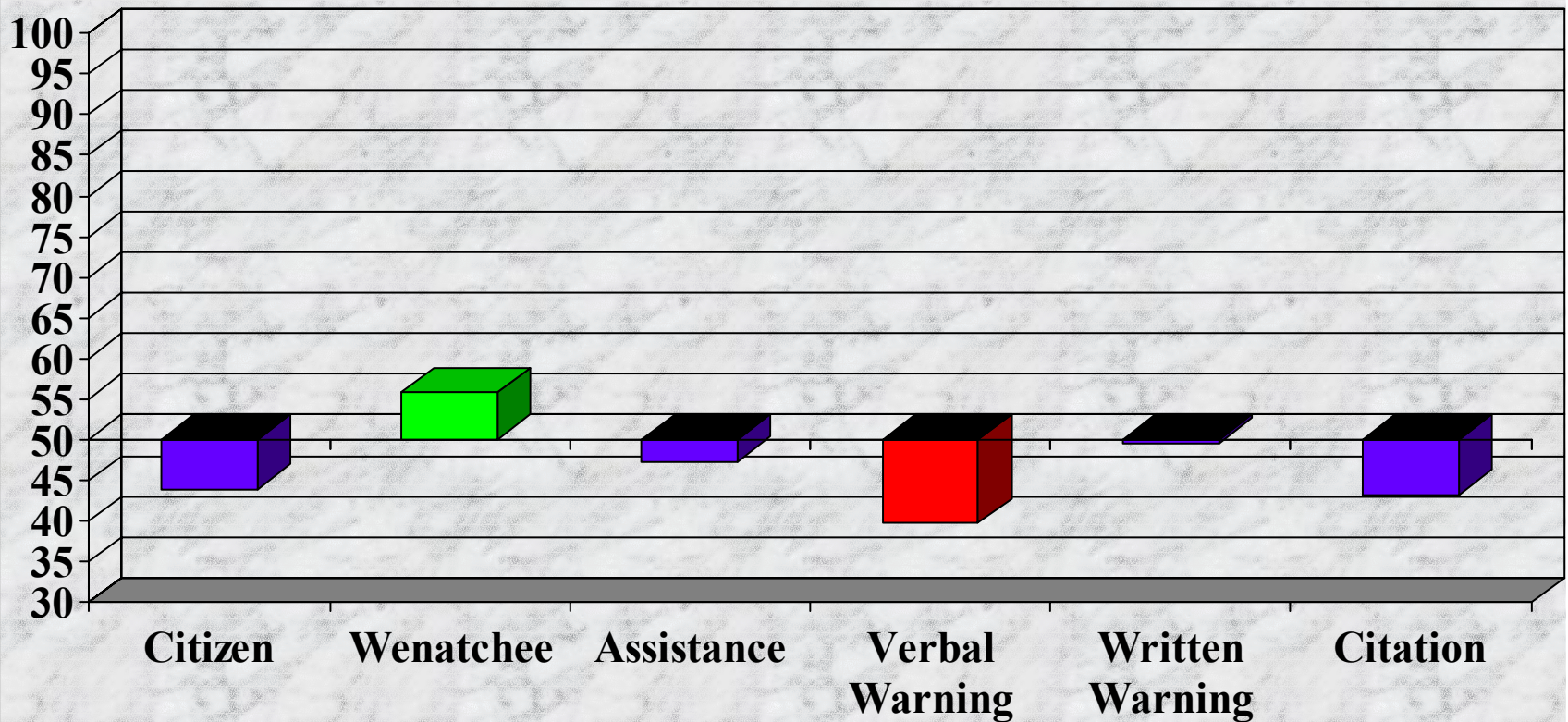
WSP DUI Enforcement Success

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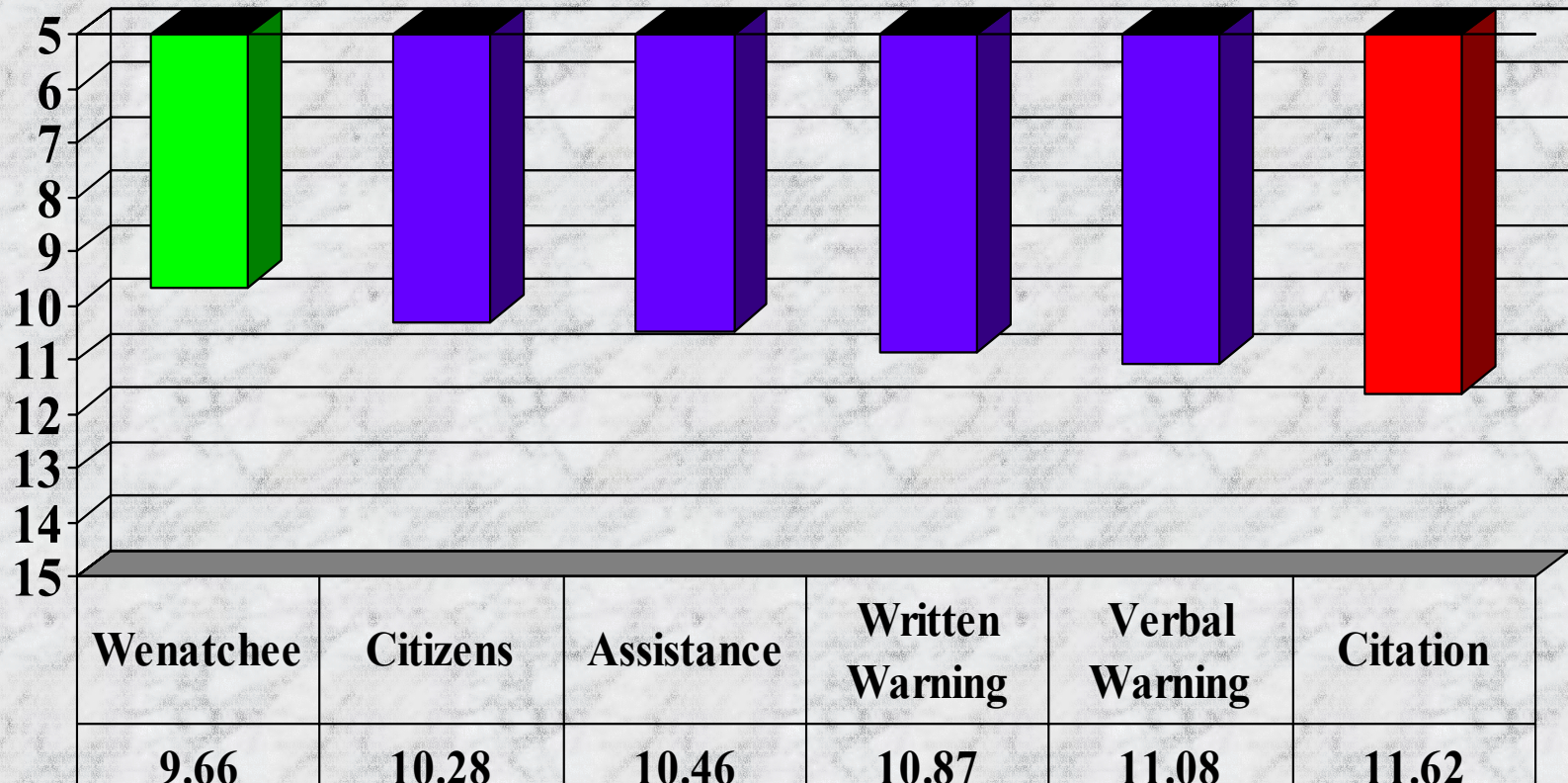
WSP Commercial Enforcement Success

Question: "The WSP does a good job of detecting commercial motor vehicles which are in violation of speeding, following too closely, or making illegal lane changes."



Cumulative Ratings on 5-item *Evaluate* Scale

Scale: 5 = Highly Favorable, 25 = Highly Unfavorable



District Assessments



District Response Levels:

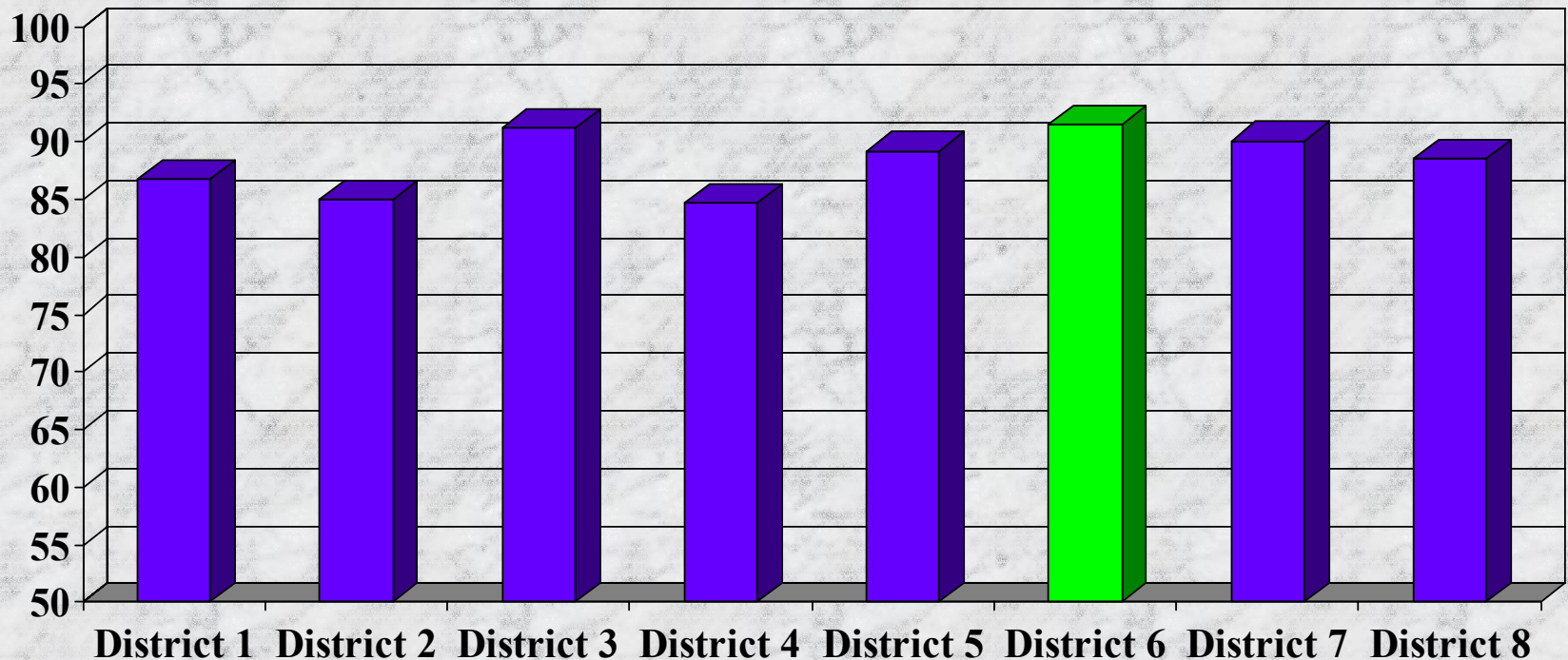
District 1	- 275
District 2	- 491
District 3	- 185
District 4	- 173
District 5	- 175
District 6	- 245
District 7	- 277
District 8	- 196

Note: Numbers of respondents per WSP District provide a margin for error of +/- 7%.

WSP Mission Performance

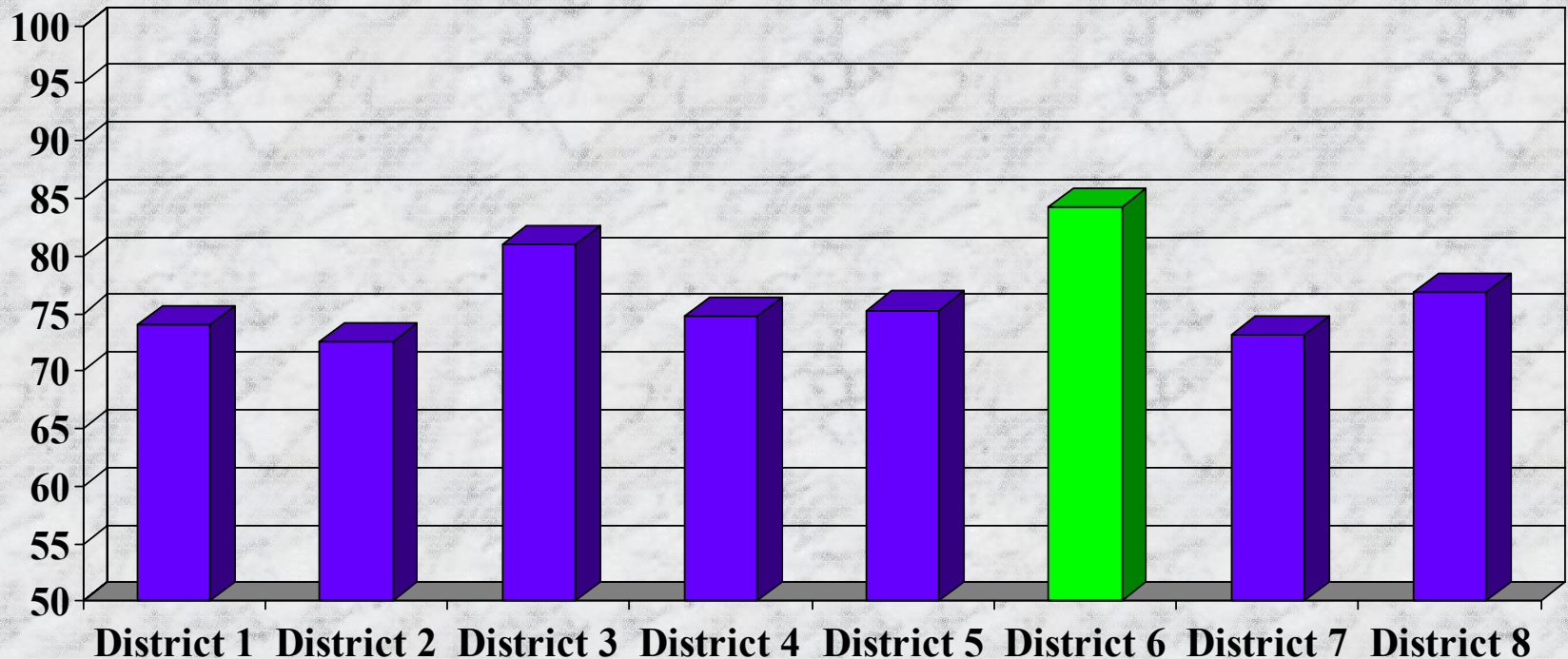
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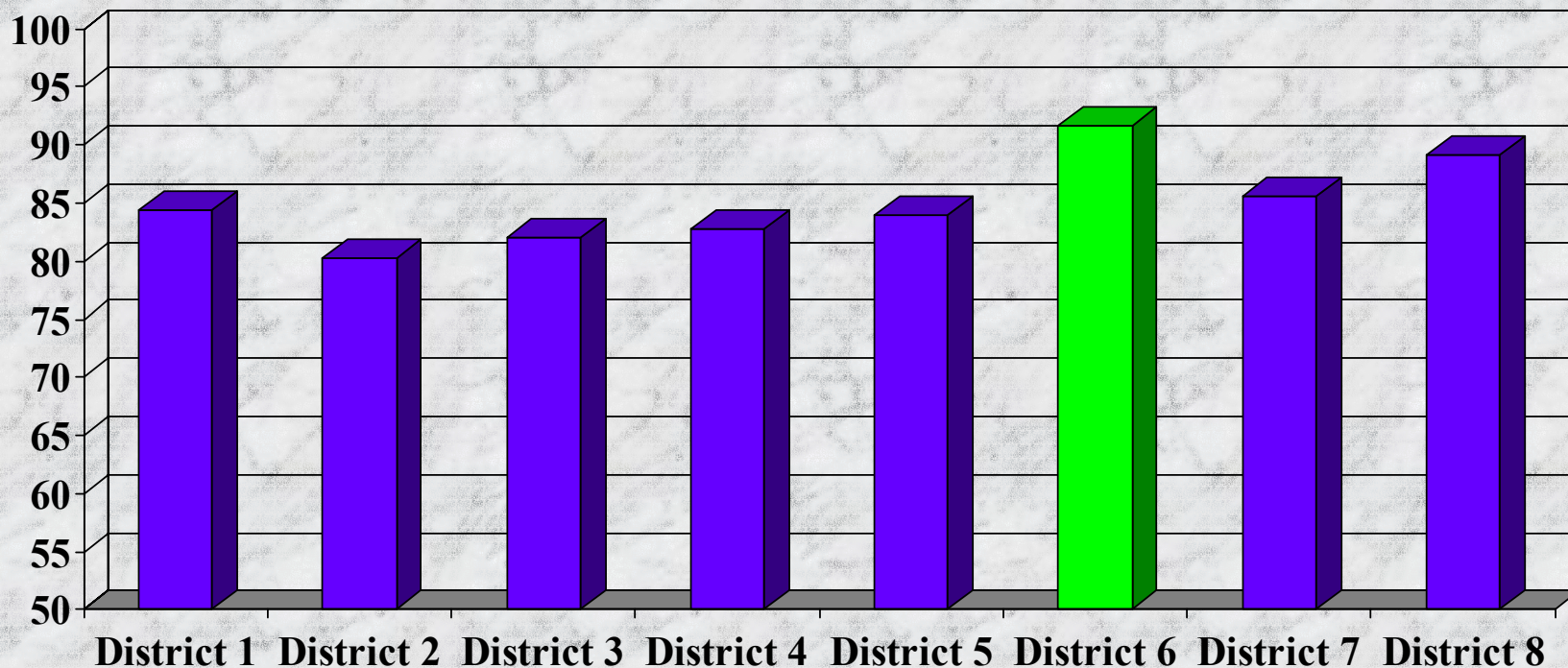
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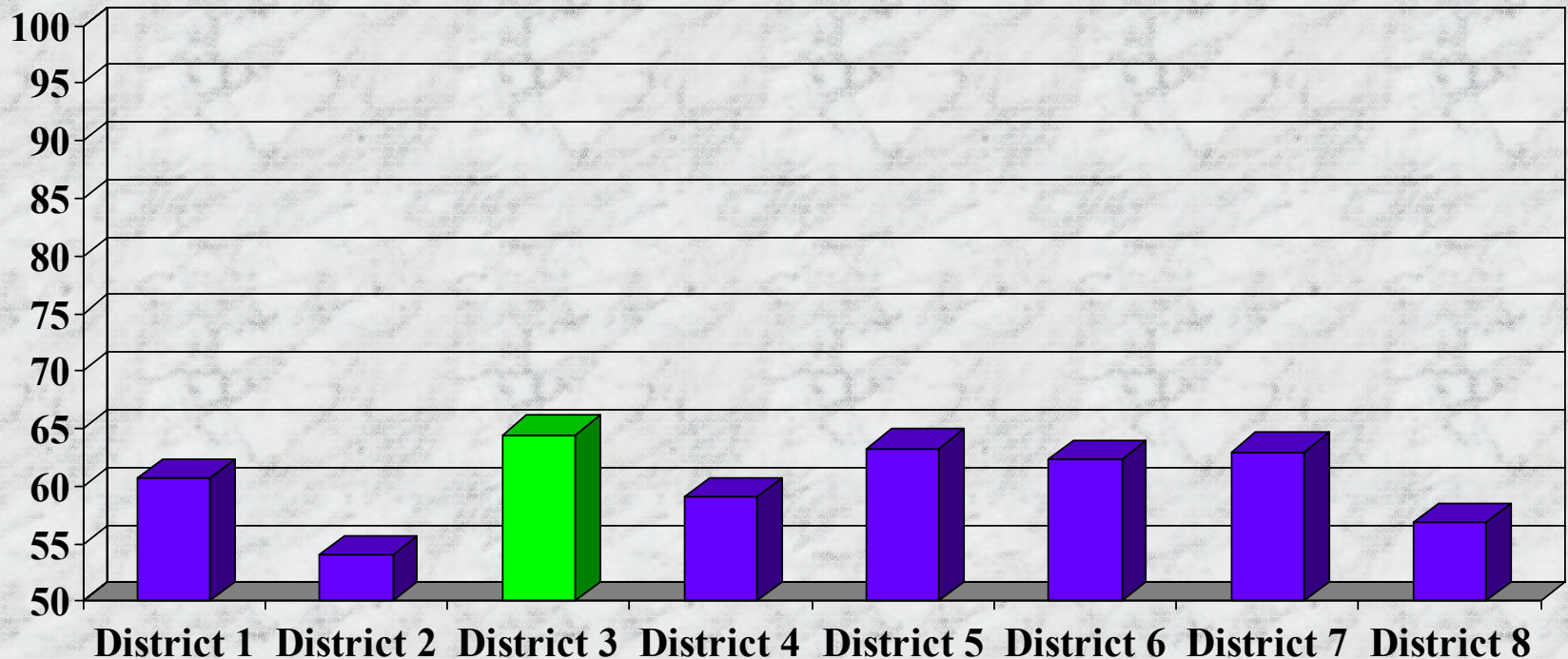
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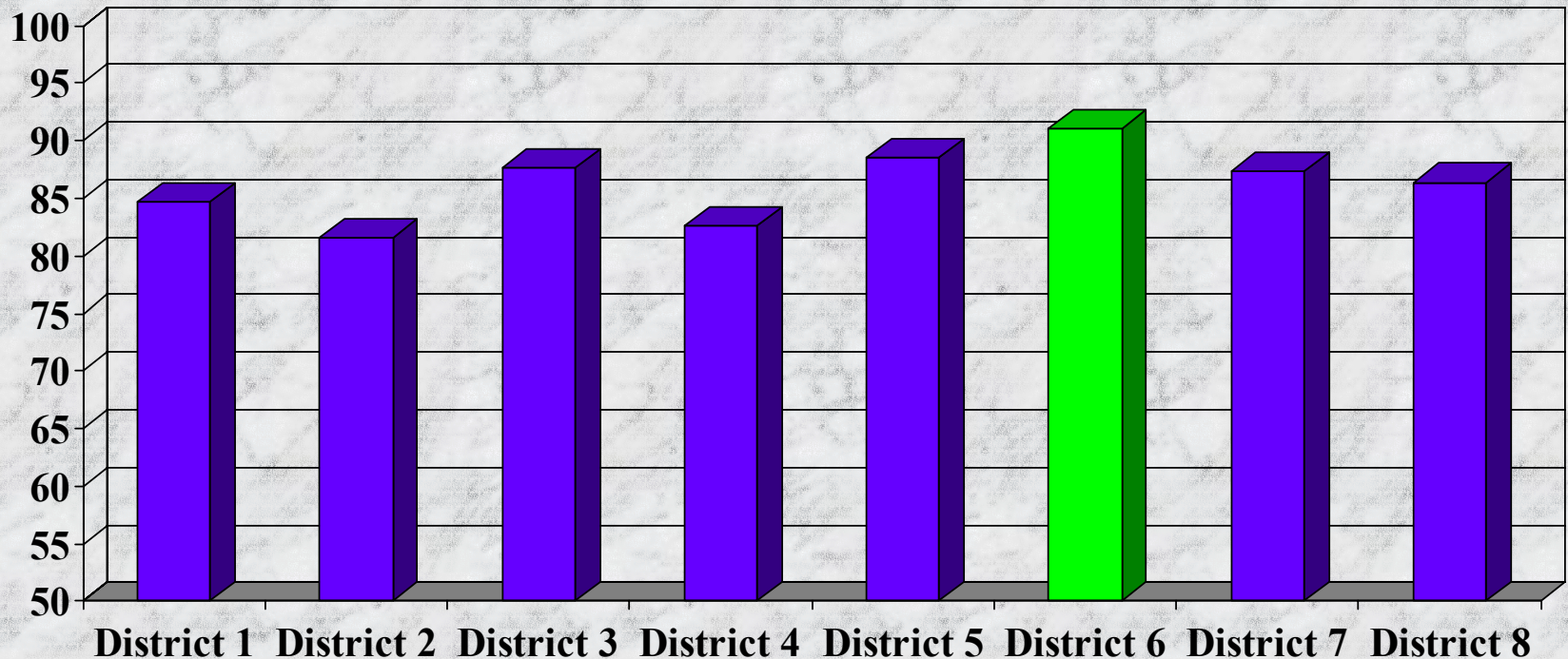
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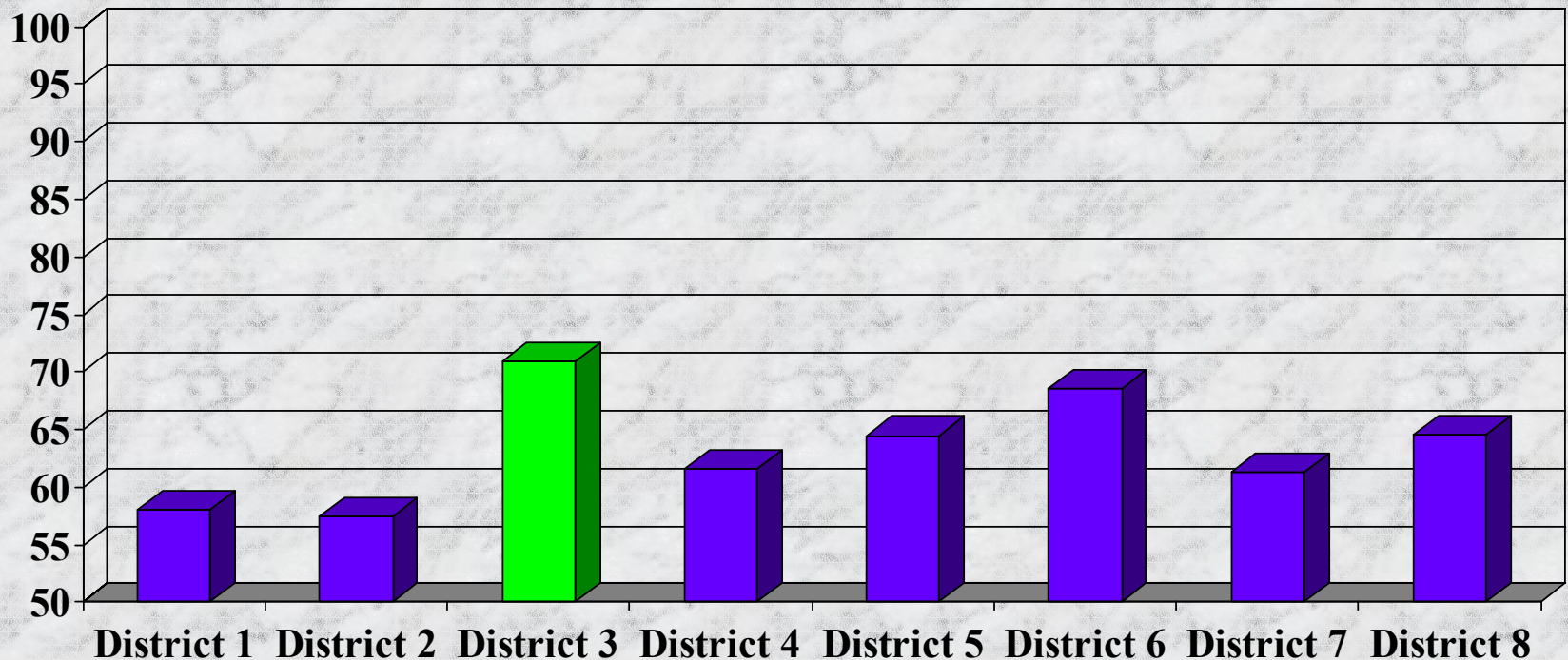
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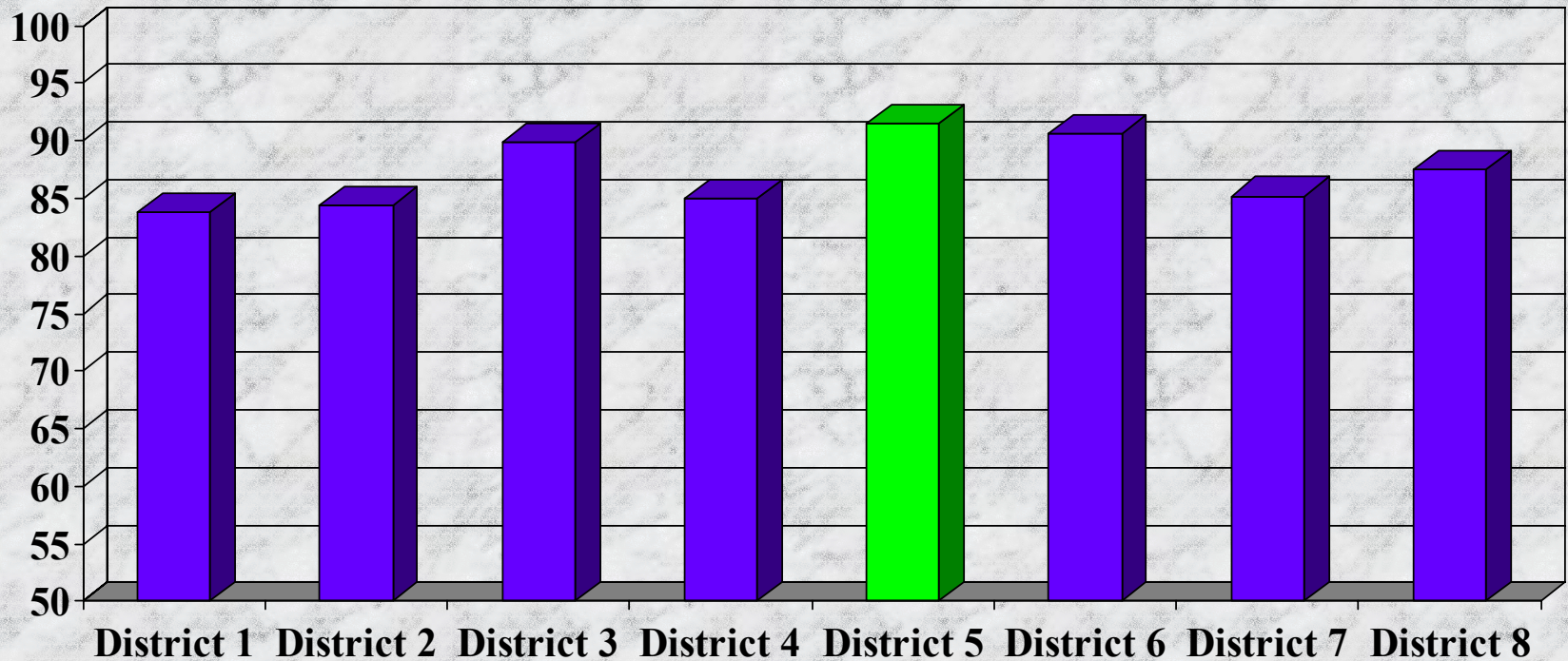
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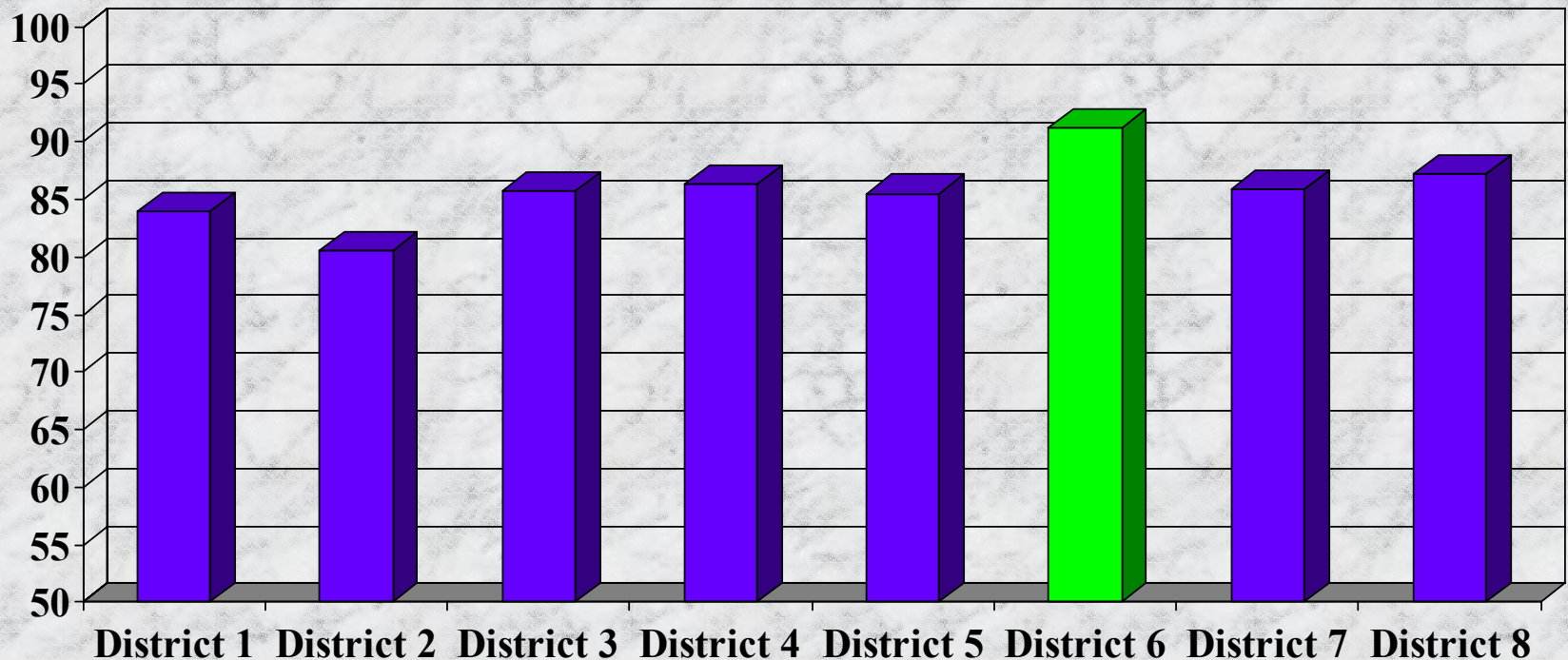
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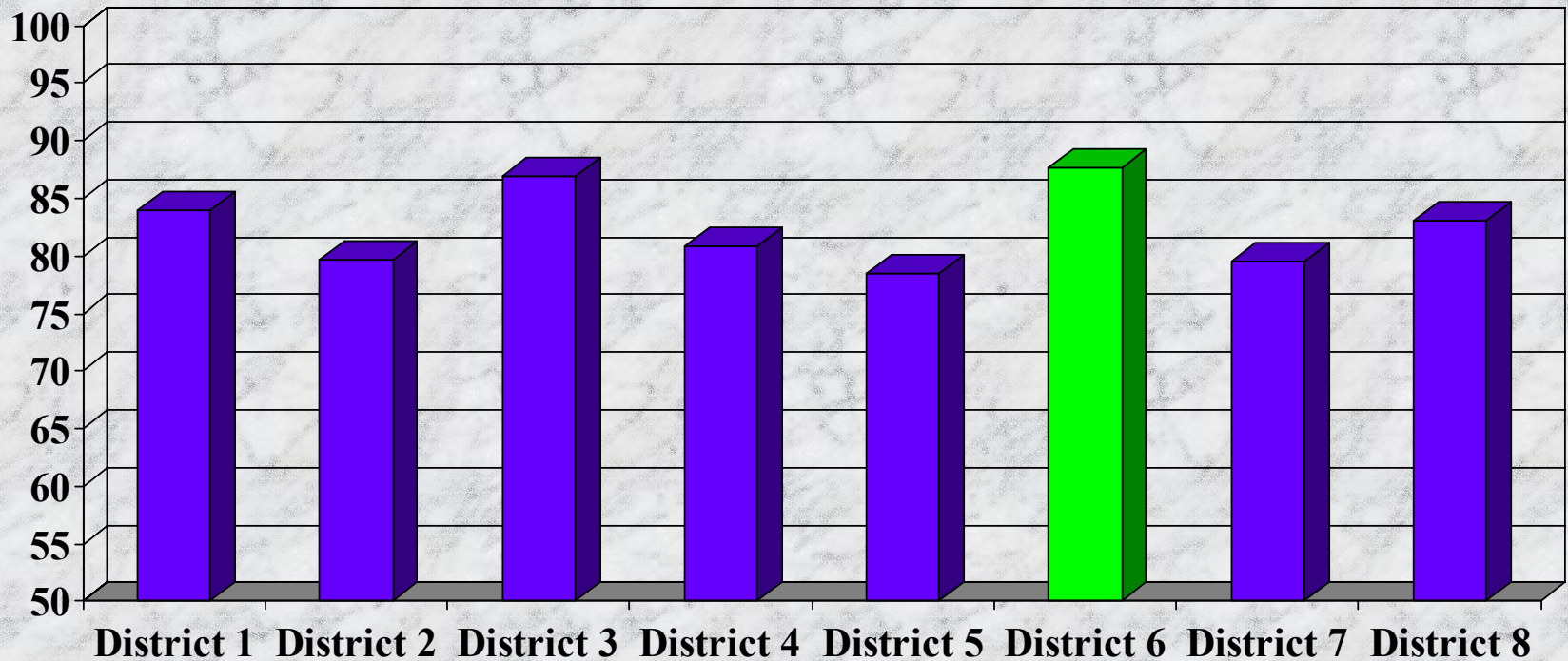
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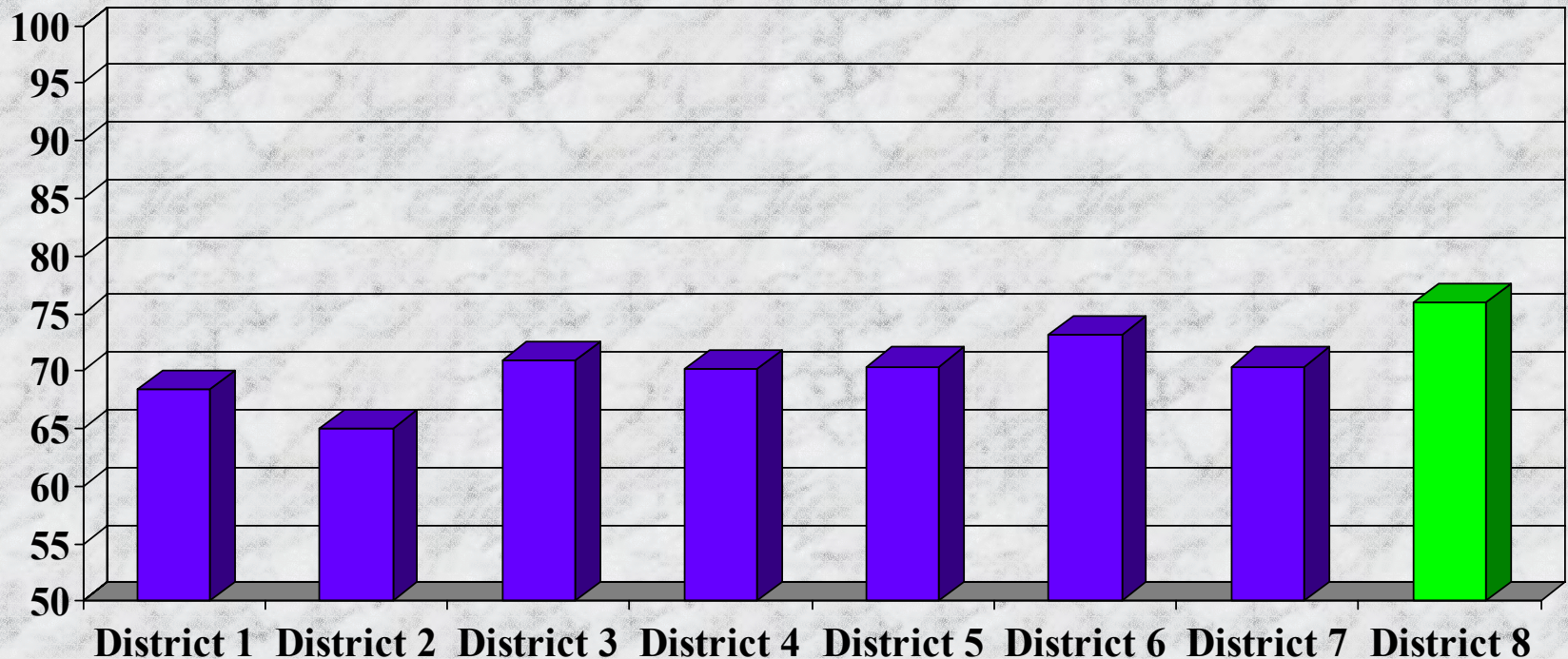
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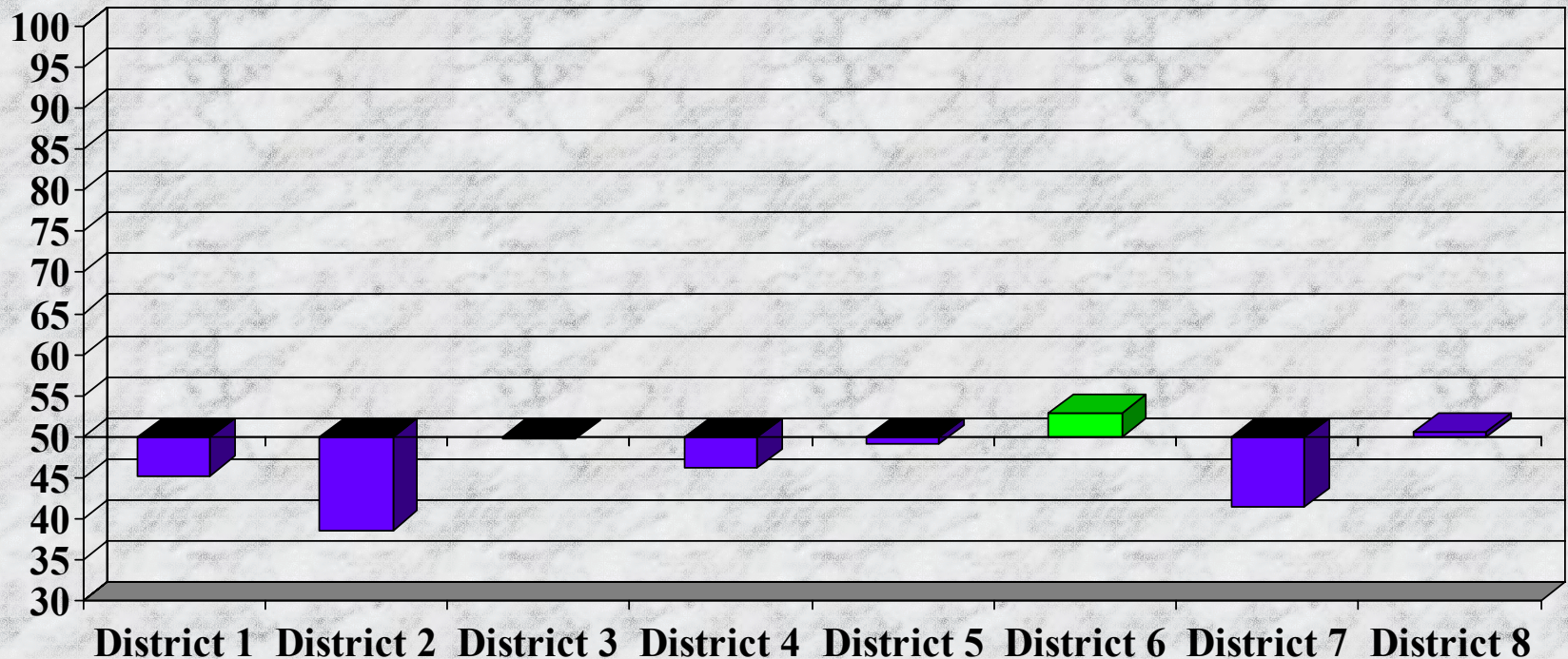
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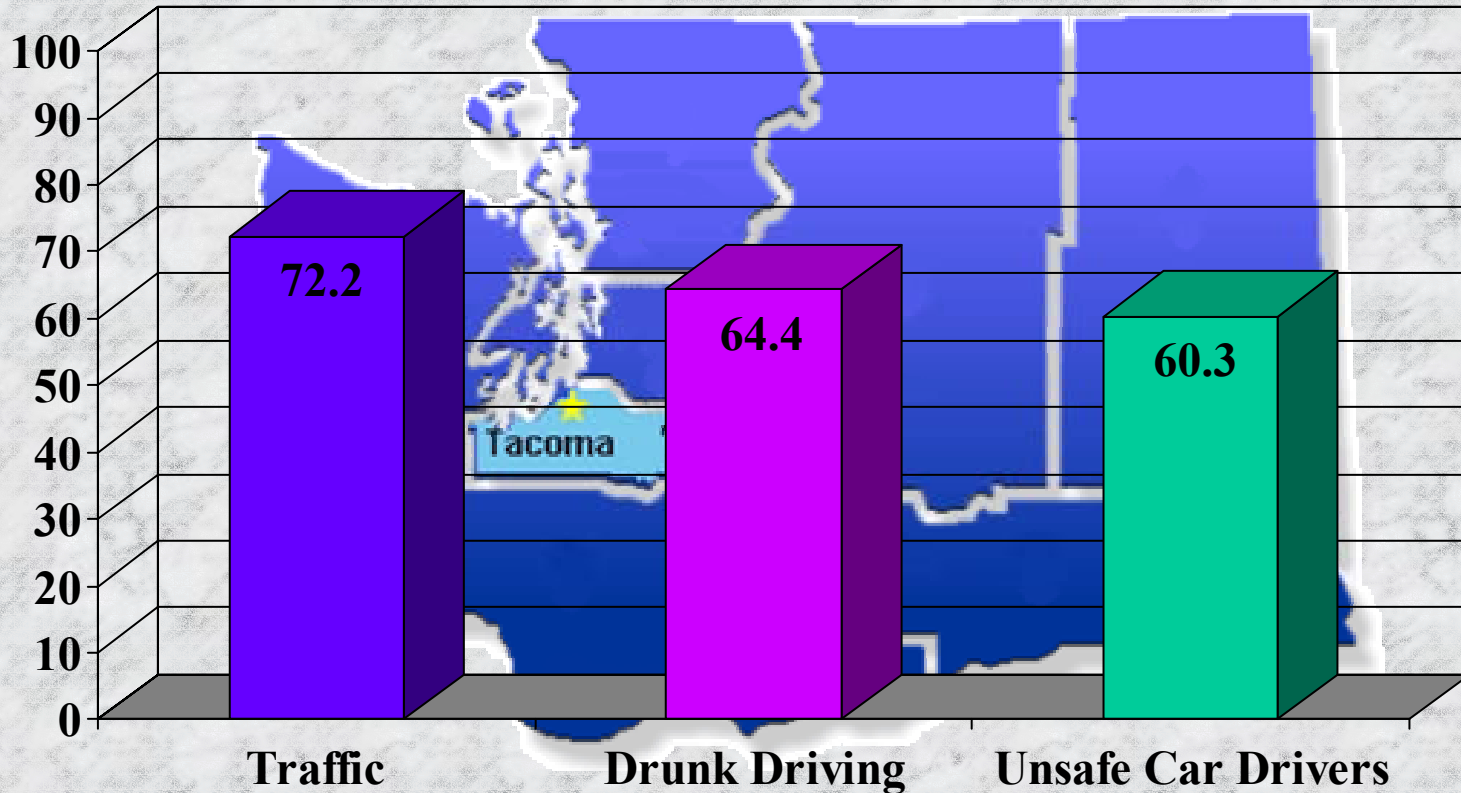


District Comparisons

- Citizen Concerns
- Enforcement Success
- Trust in Government

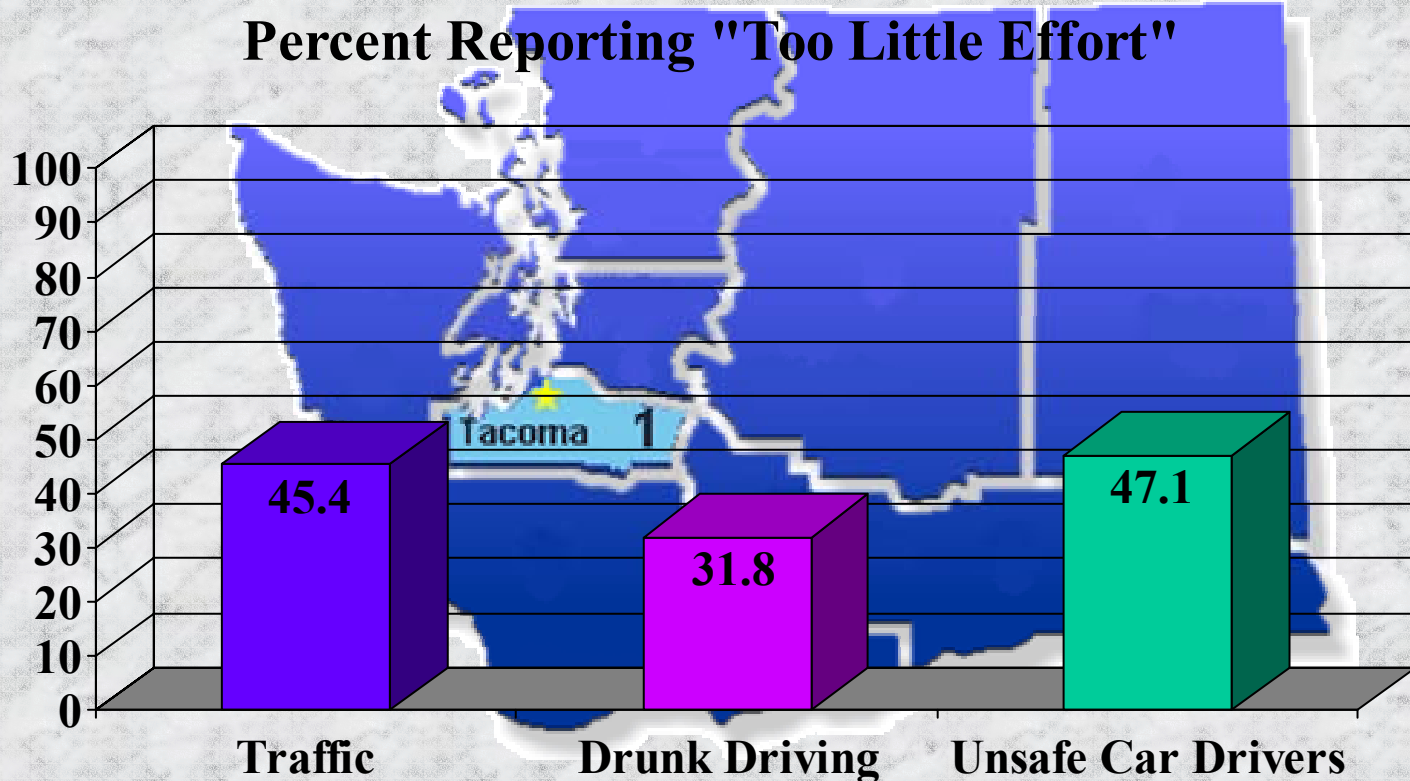


District 1 - Top Concerns



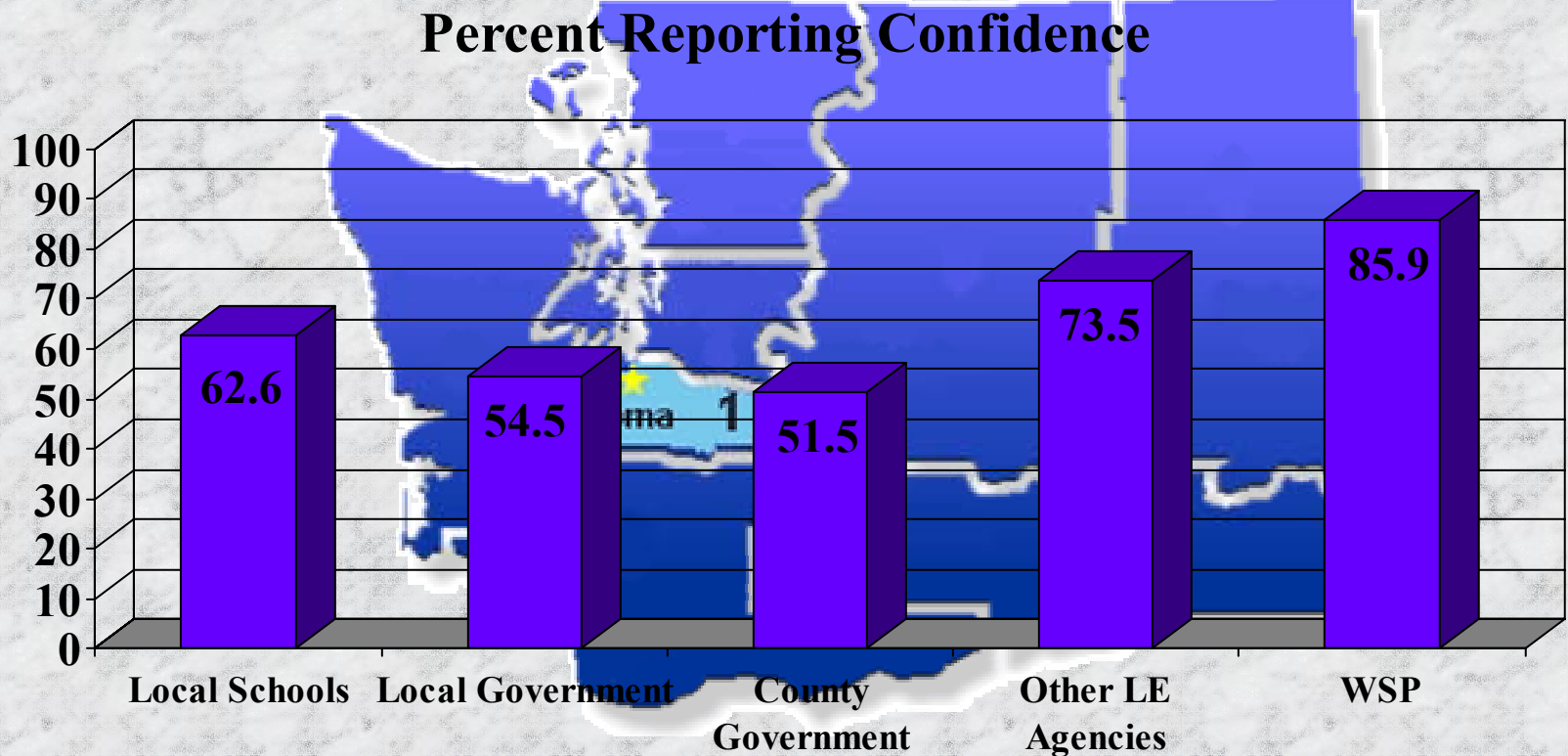
District 1:

WSP Success with Top Concerns

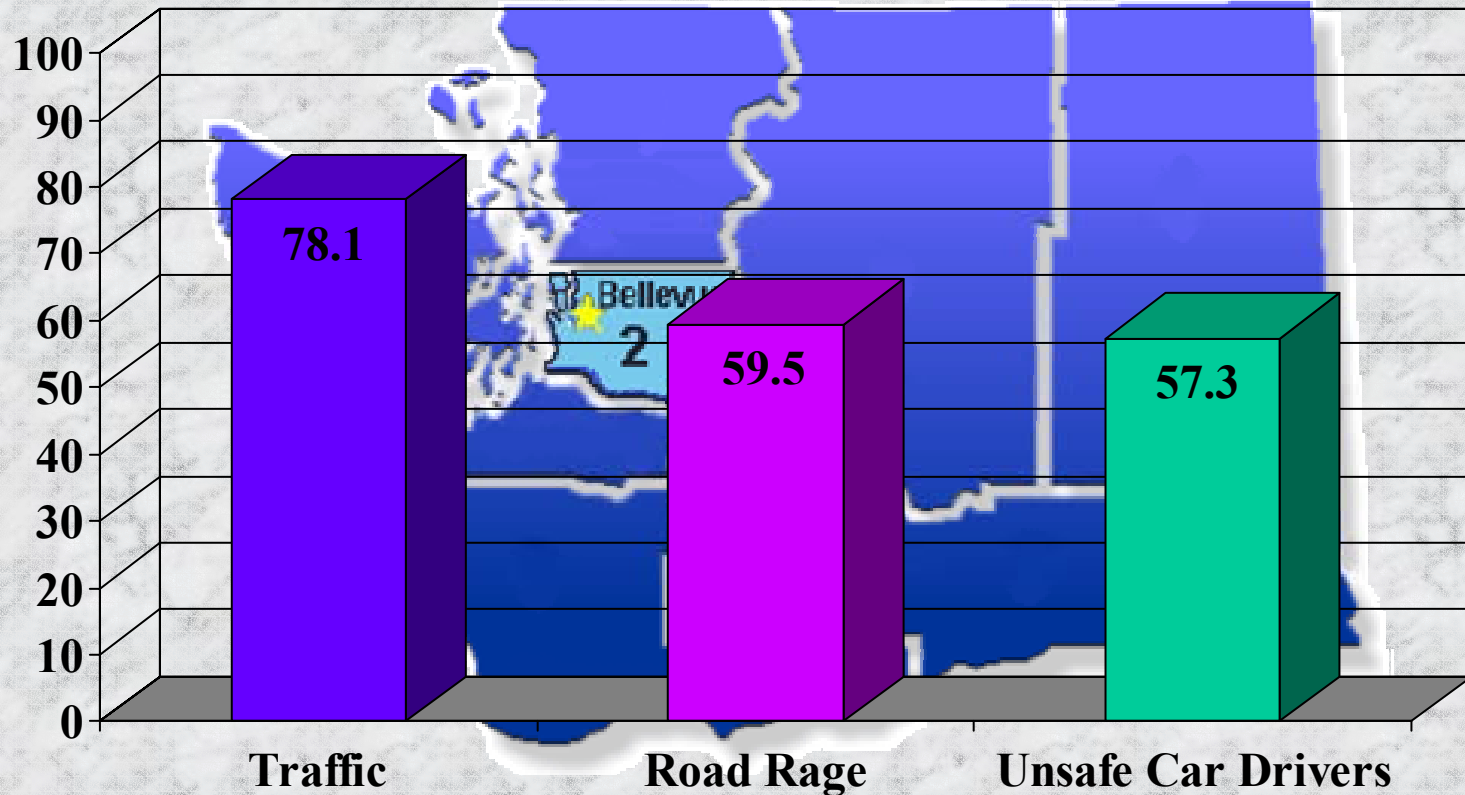


District 1:

Trust in Government

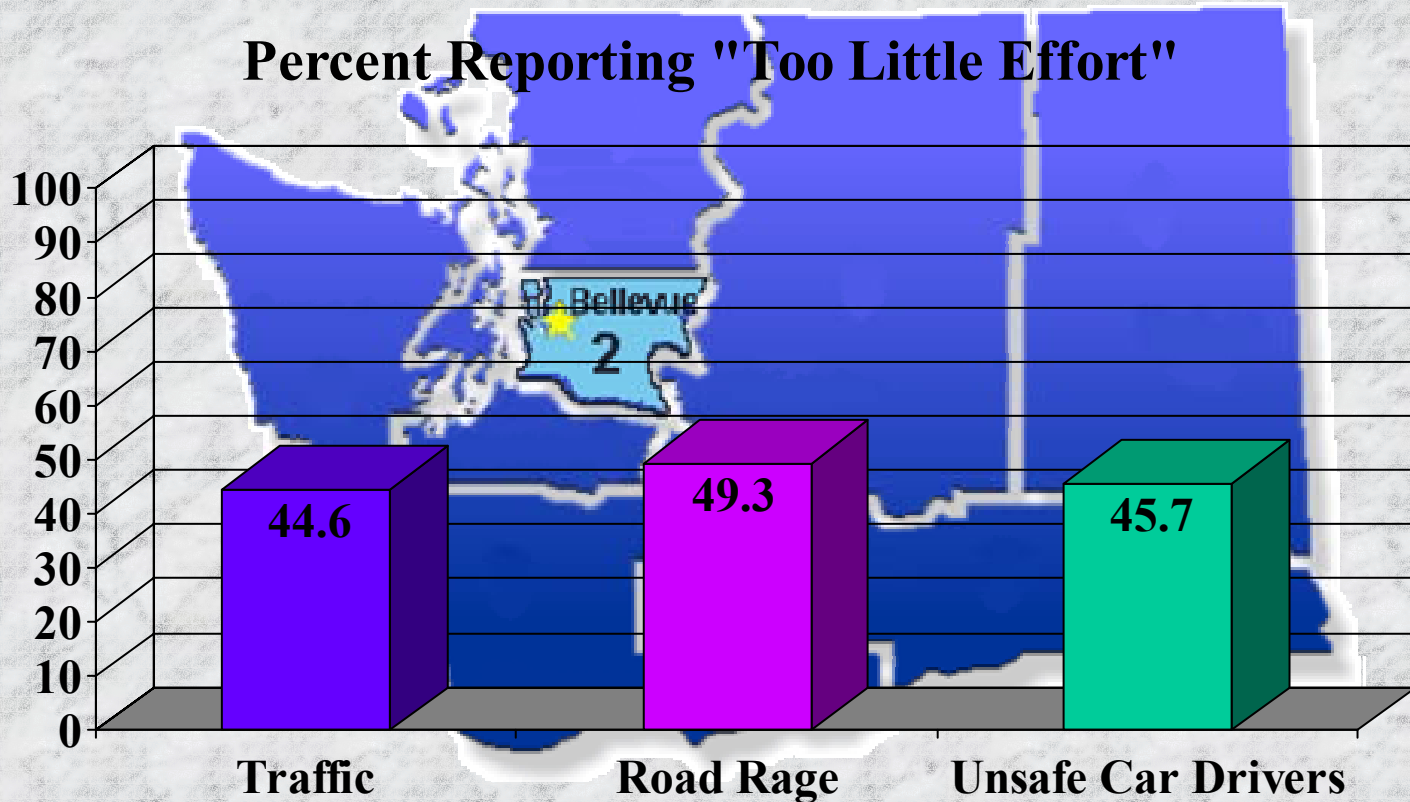


District 2 - Top Concerns



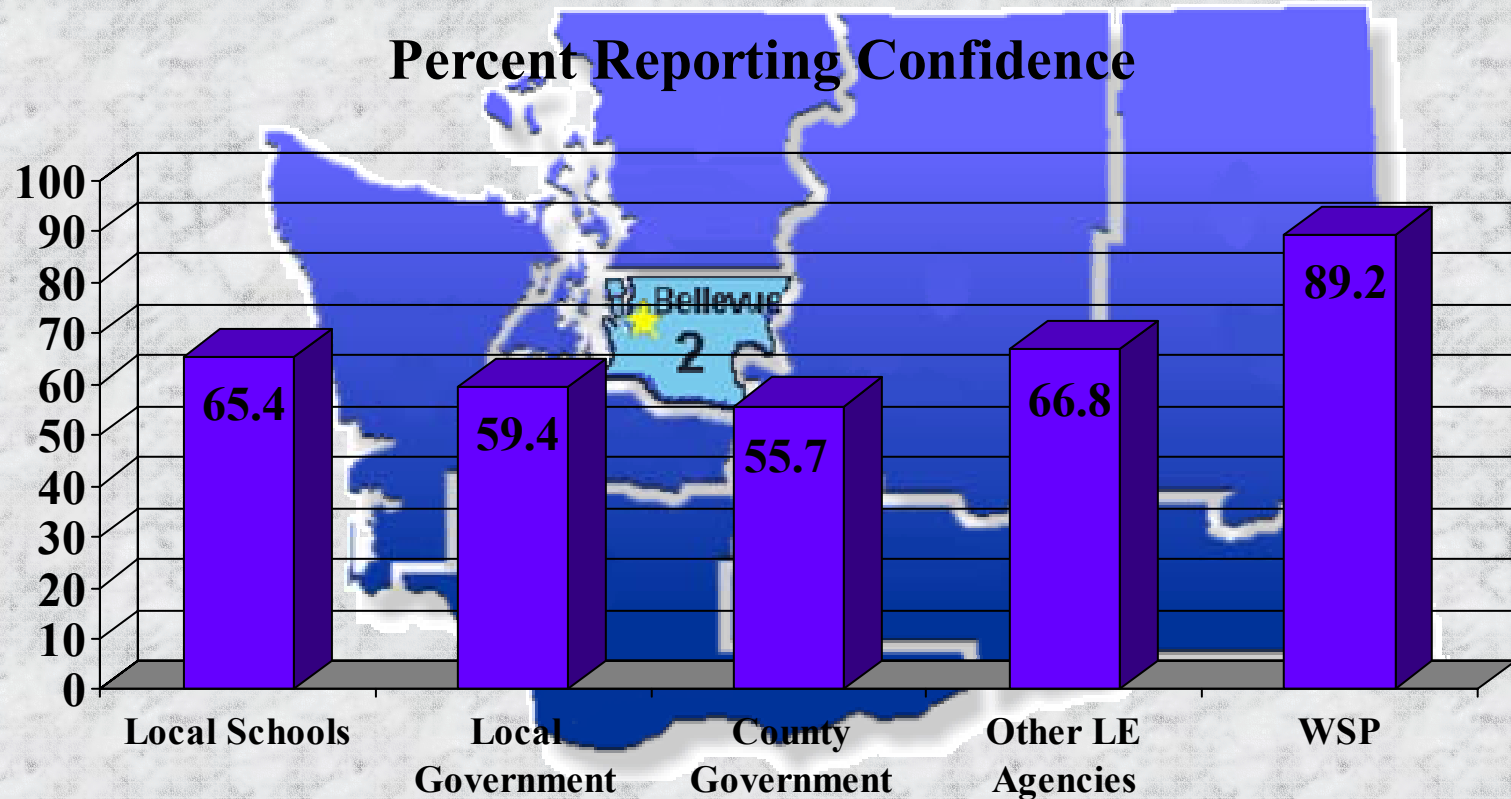
District 2:

WSP Success with Top Concerns

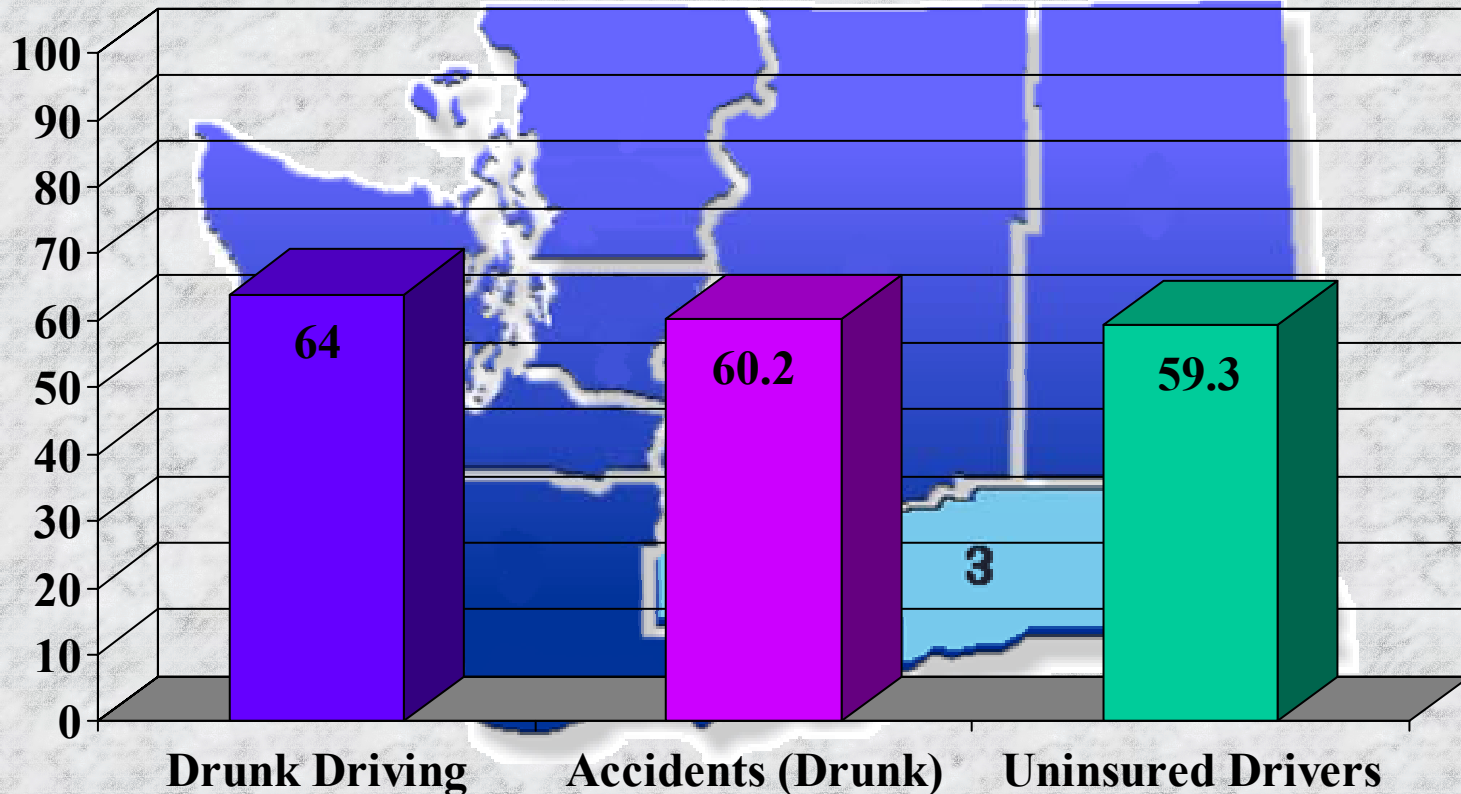


District 2:

Trust in Government

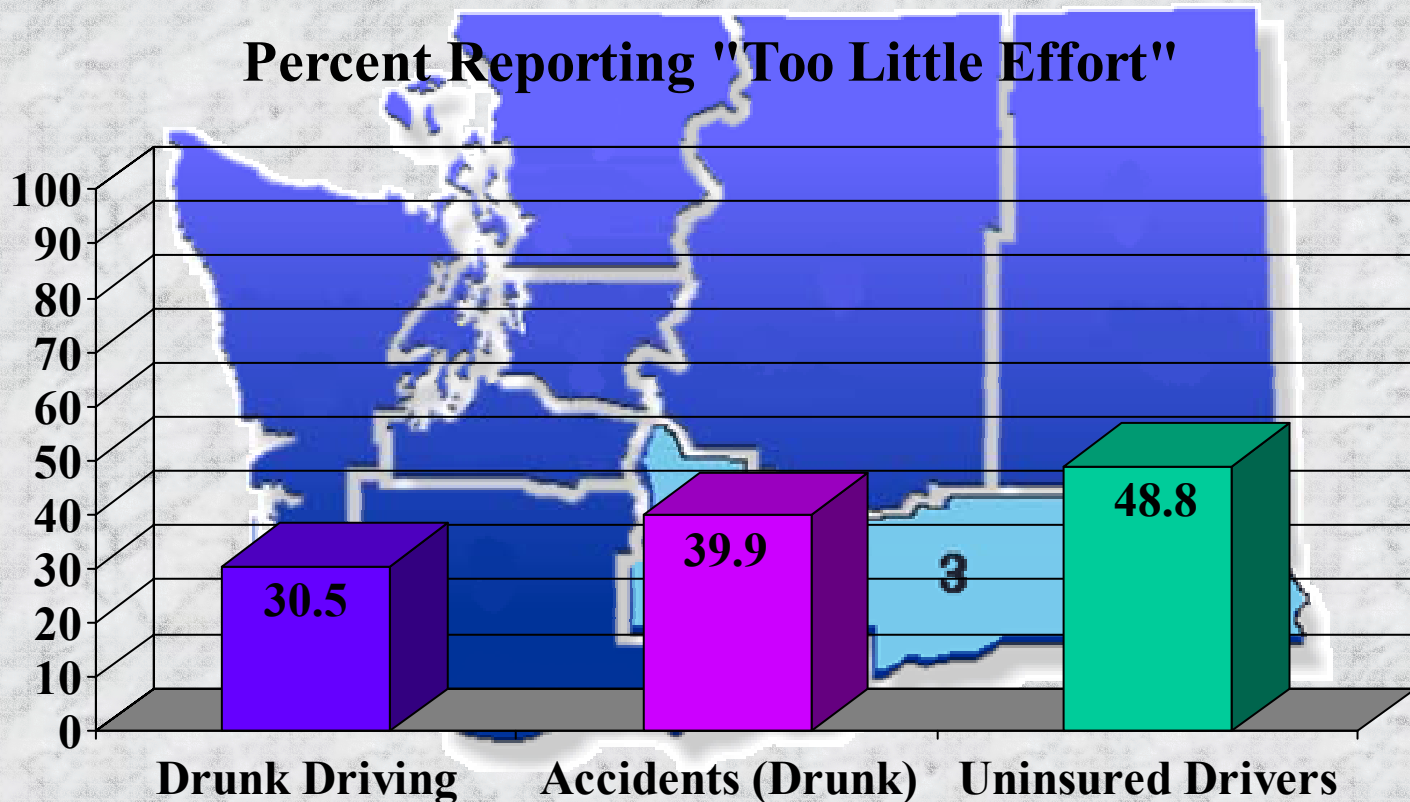


District 3 - Top Concerns



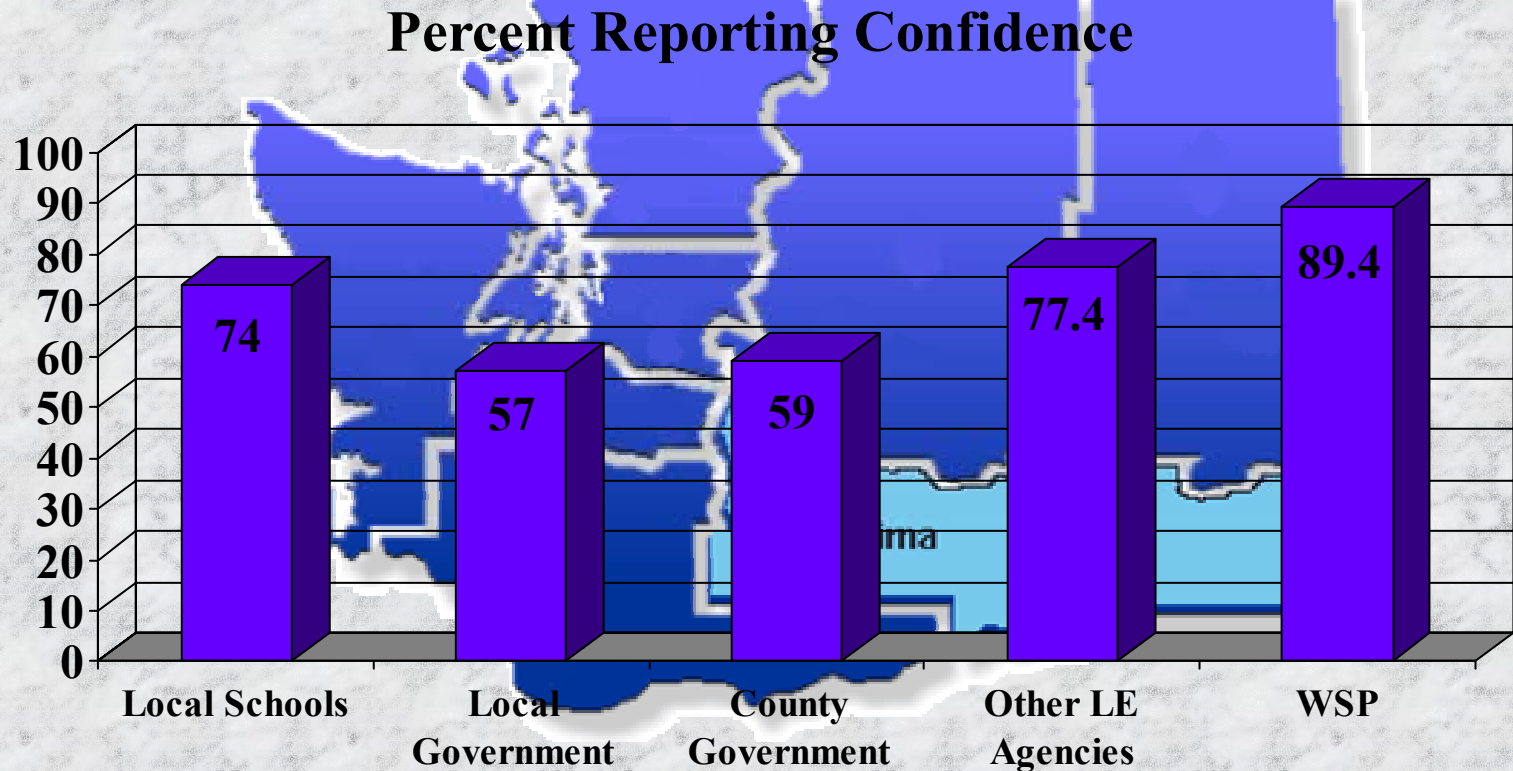
District 3:

WSP Success with Top Concerns

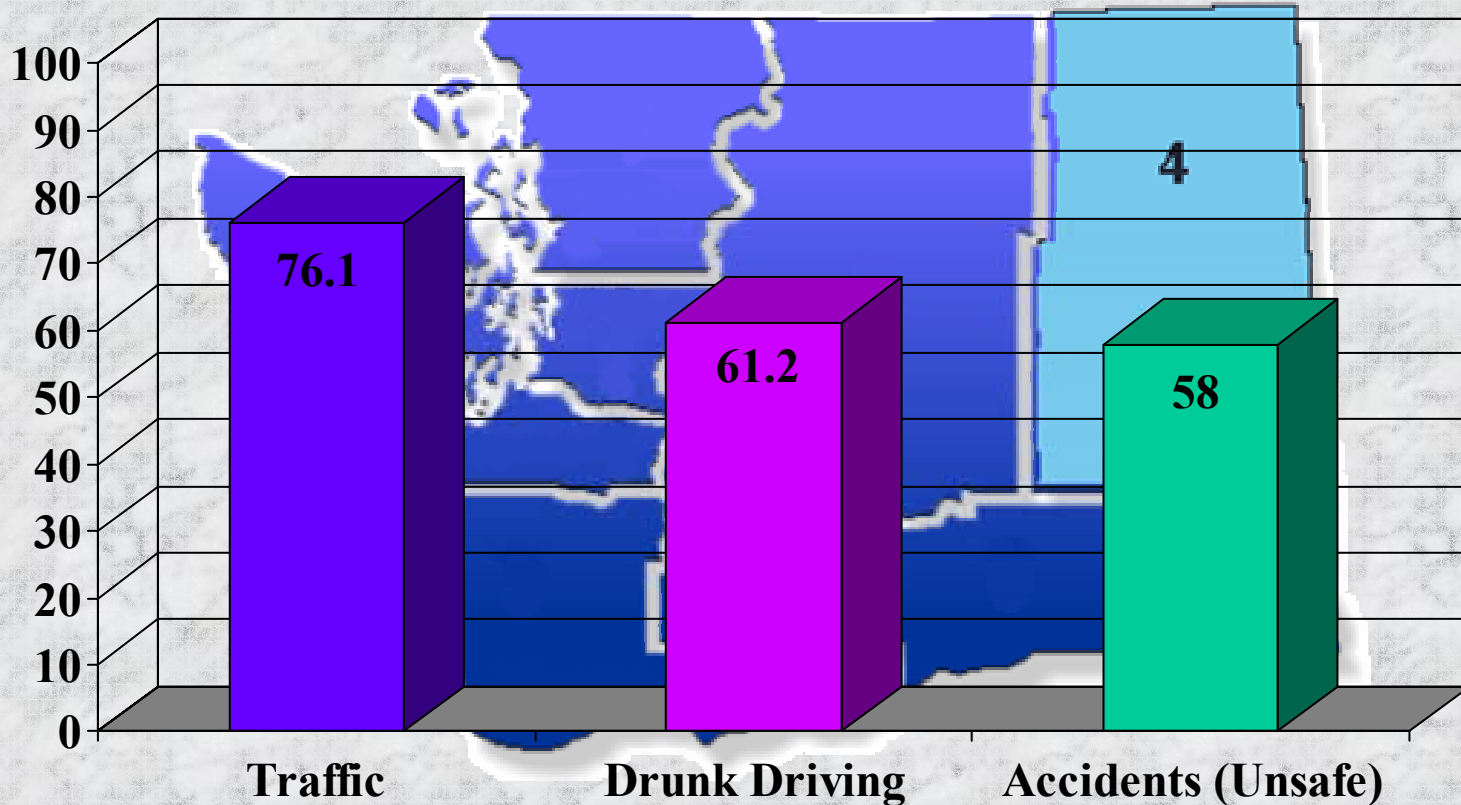


District 3:

Trust in Government

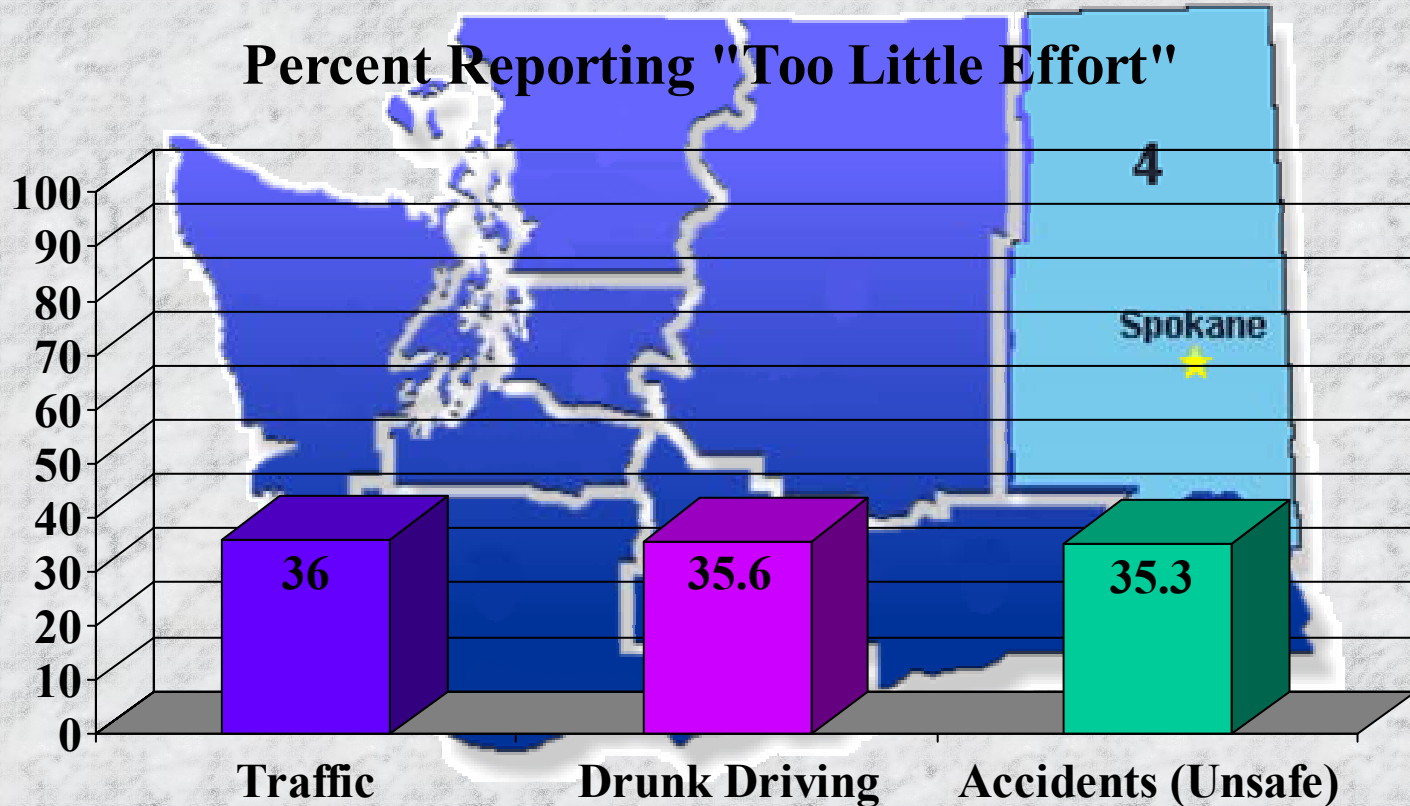


District 4 - Top Concerns



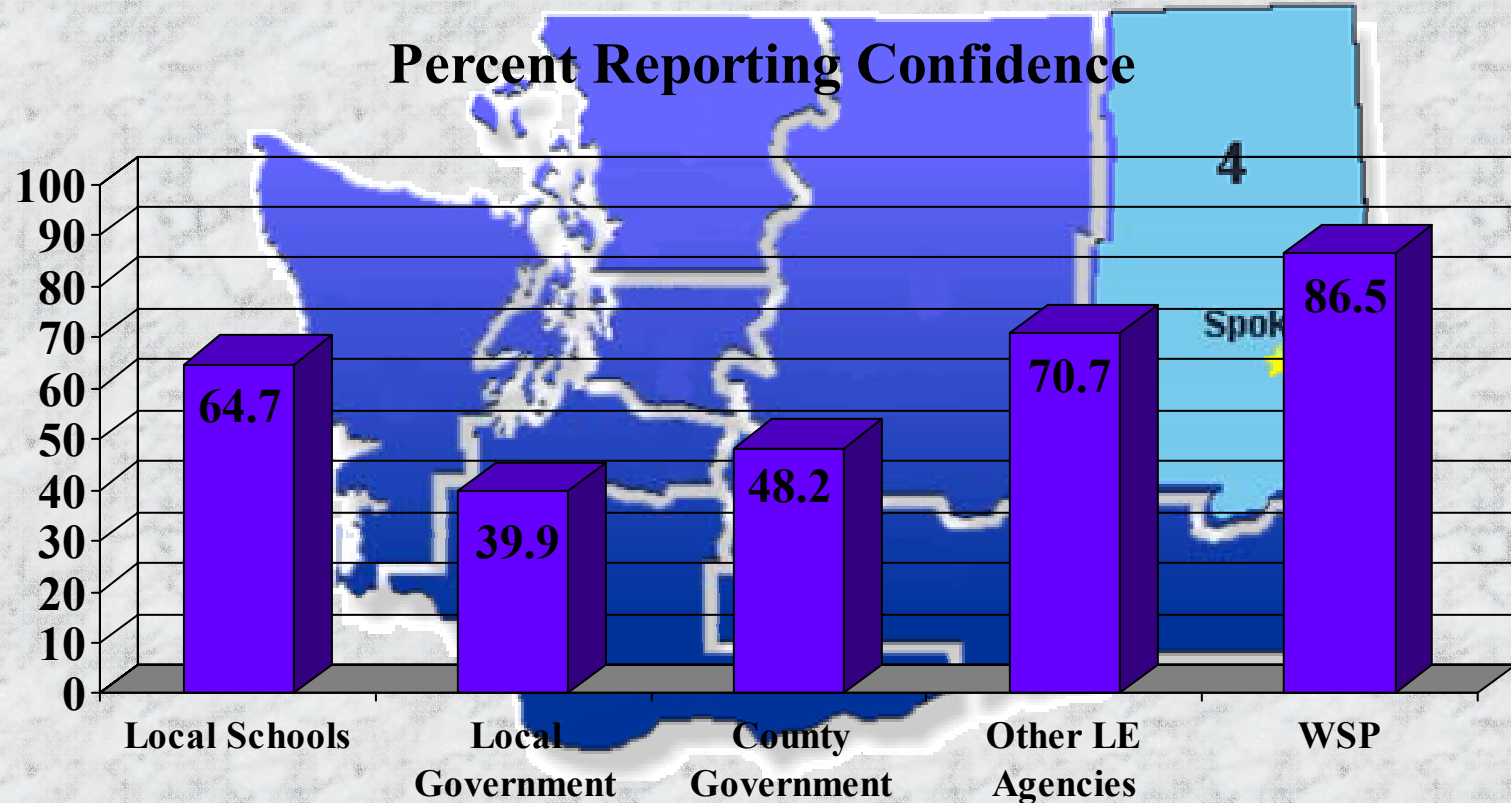
District 4:

WSP Success with Top Concerns

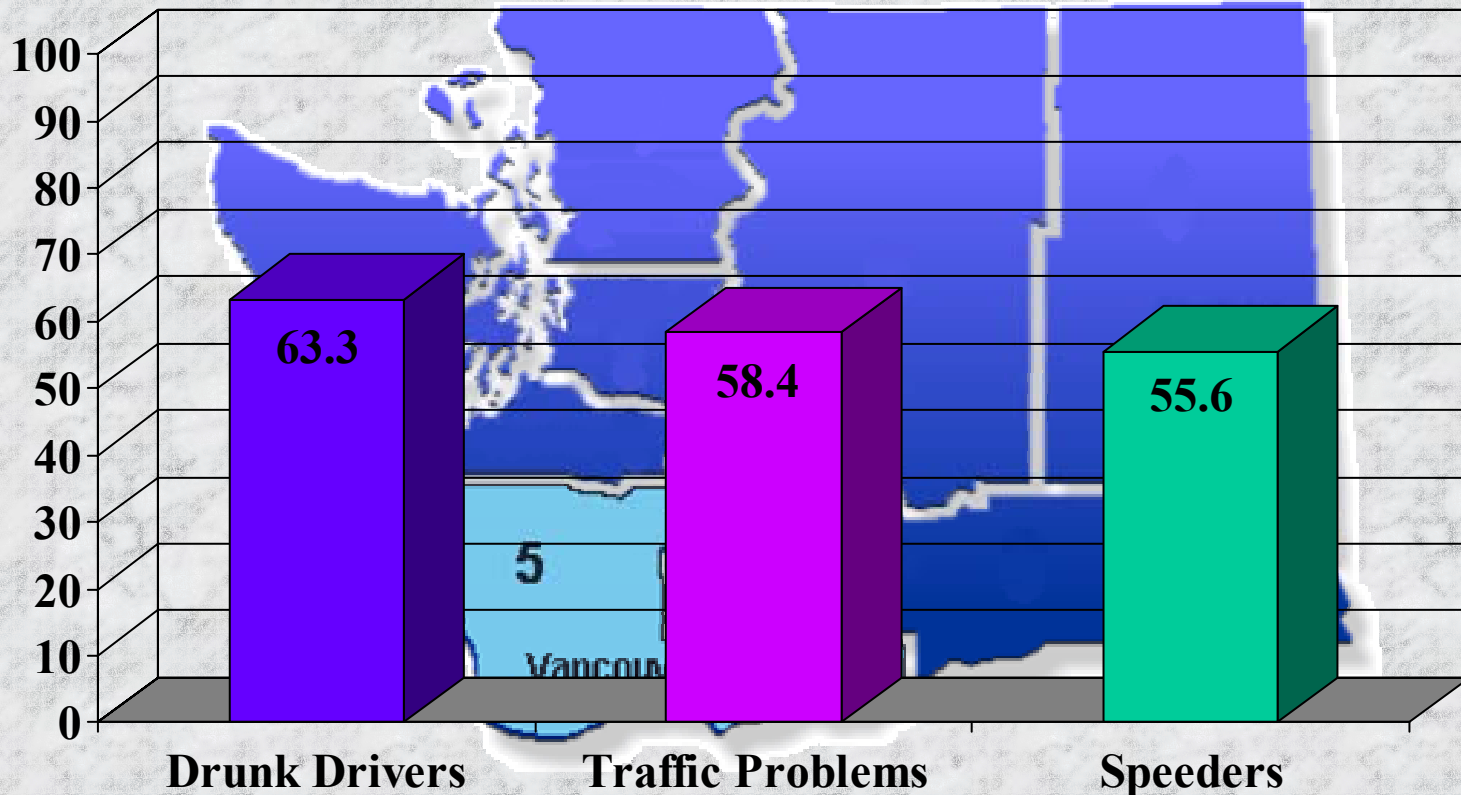


District 4:

Trust in Government

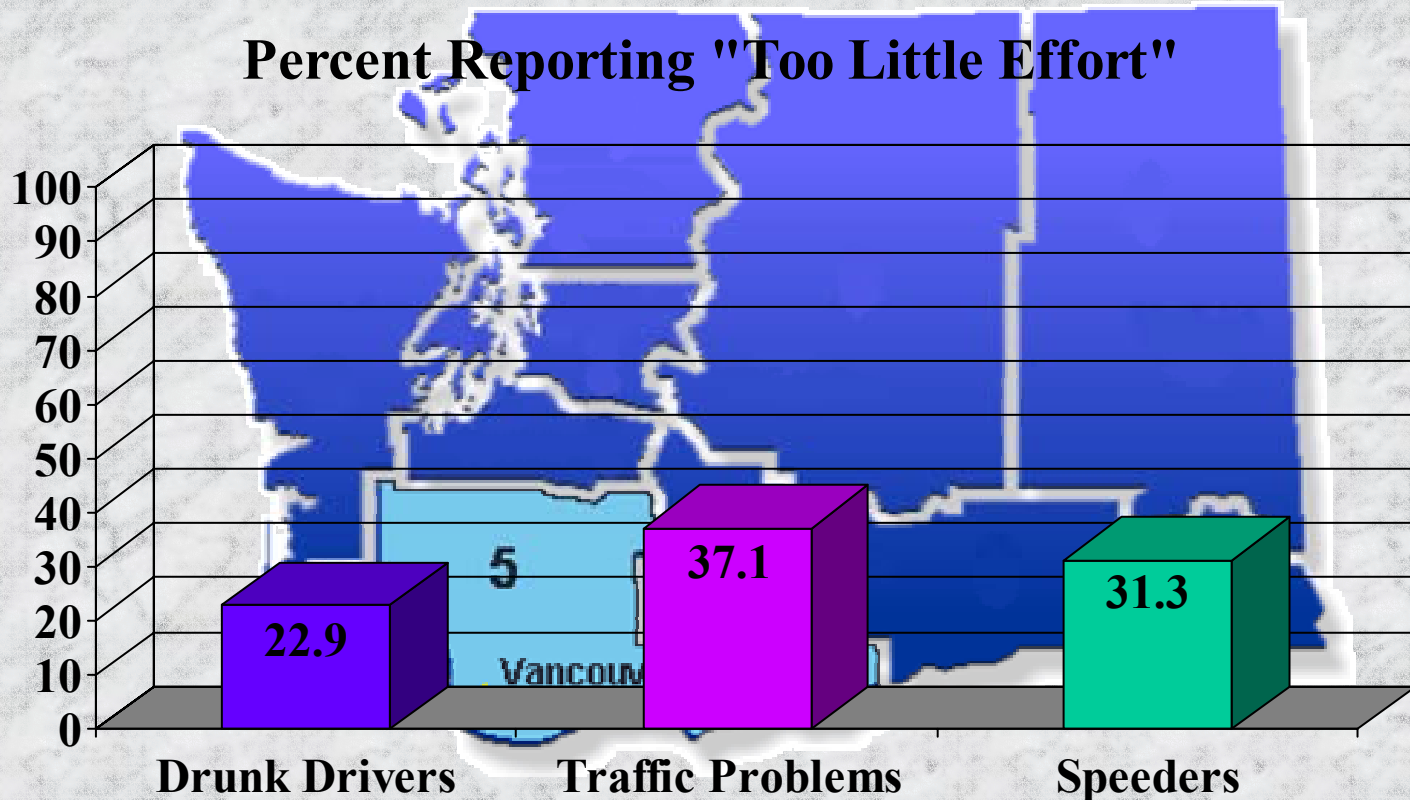


District 5 - Top Concerns



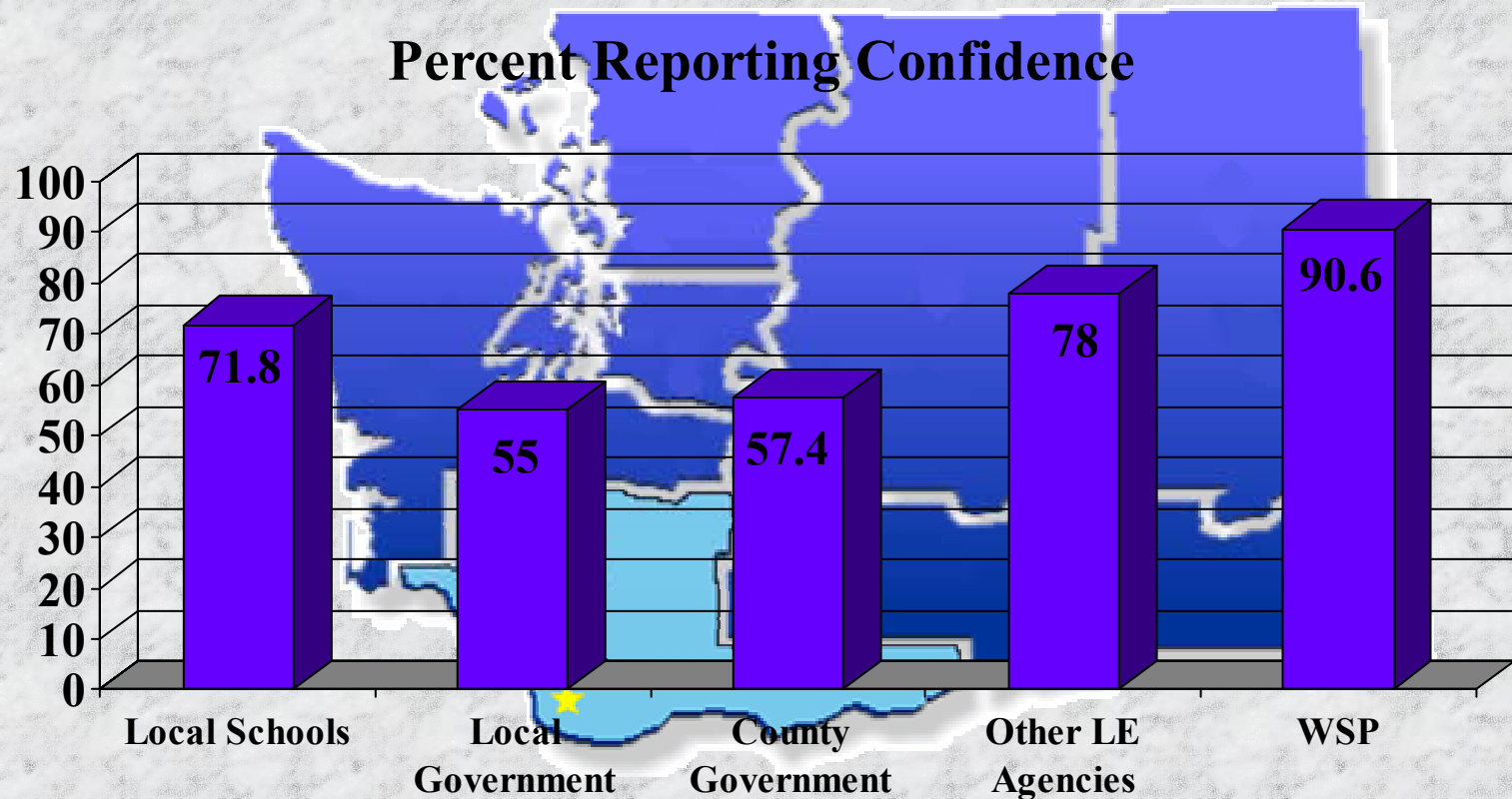
District 5:

WSP Success with Top Concerns

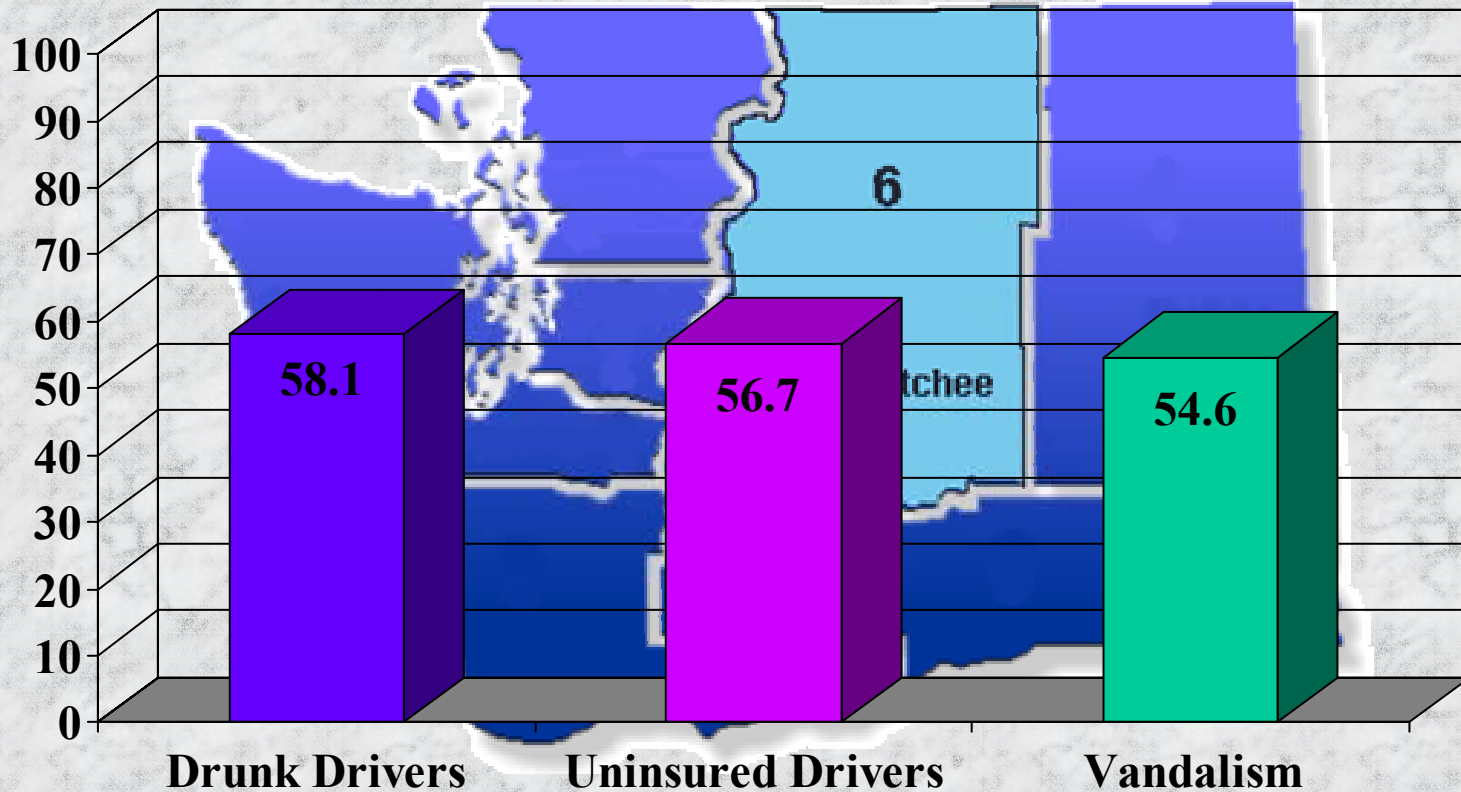


District 5:

Trust in Government

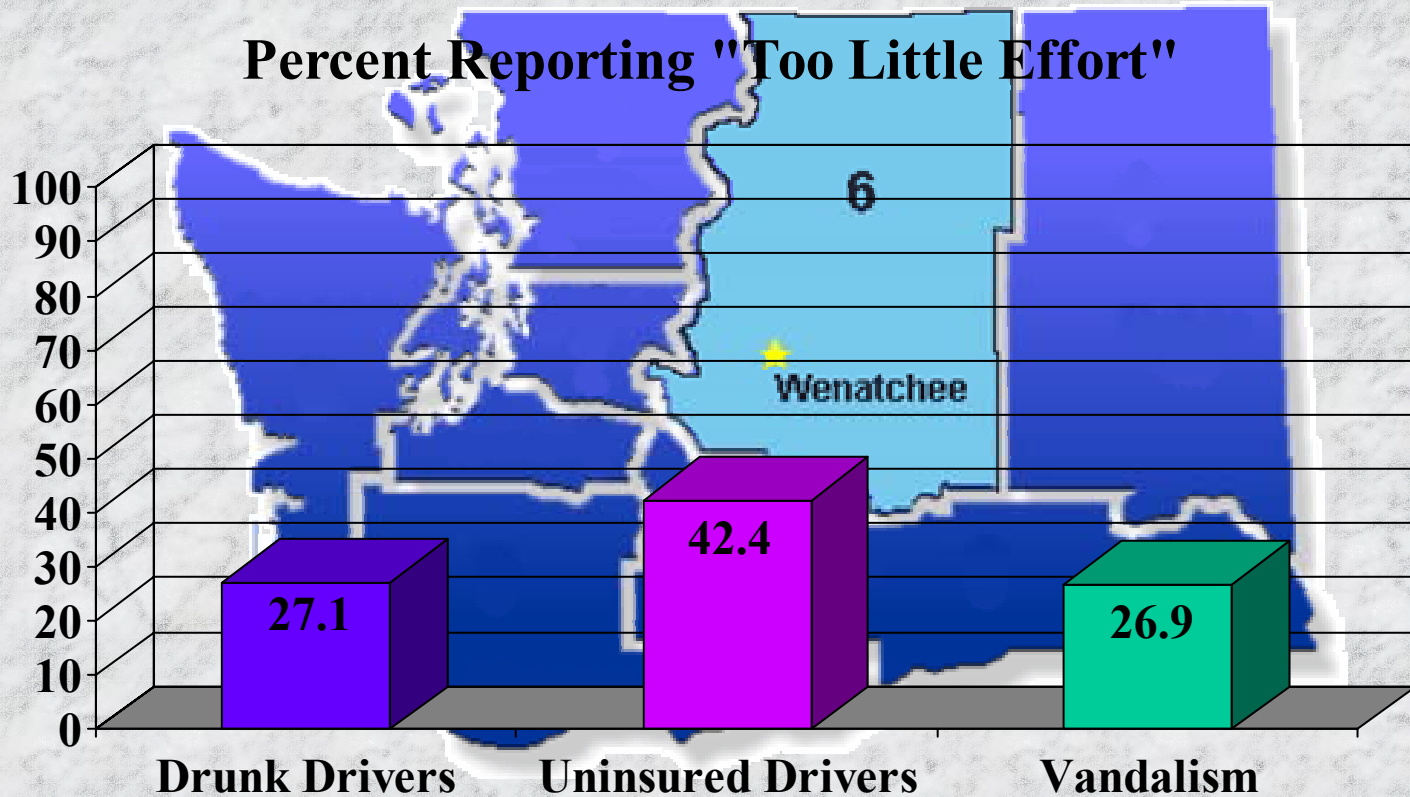


District 6 - Top Concerns



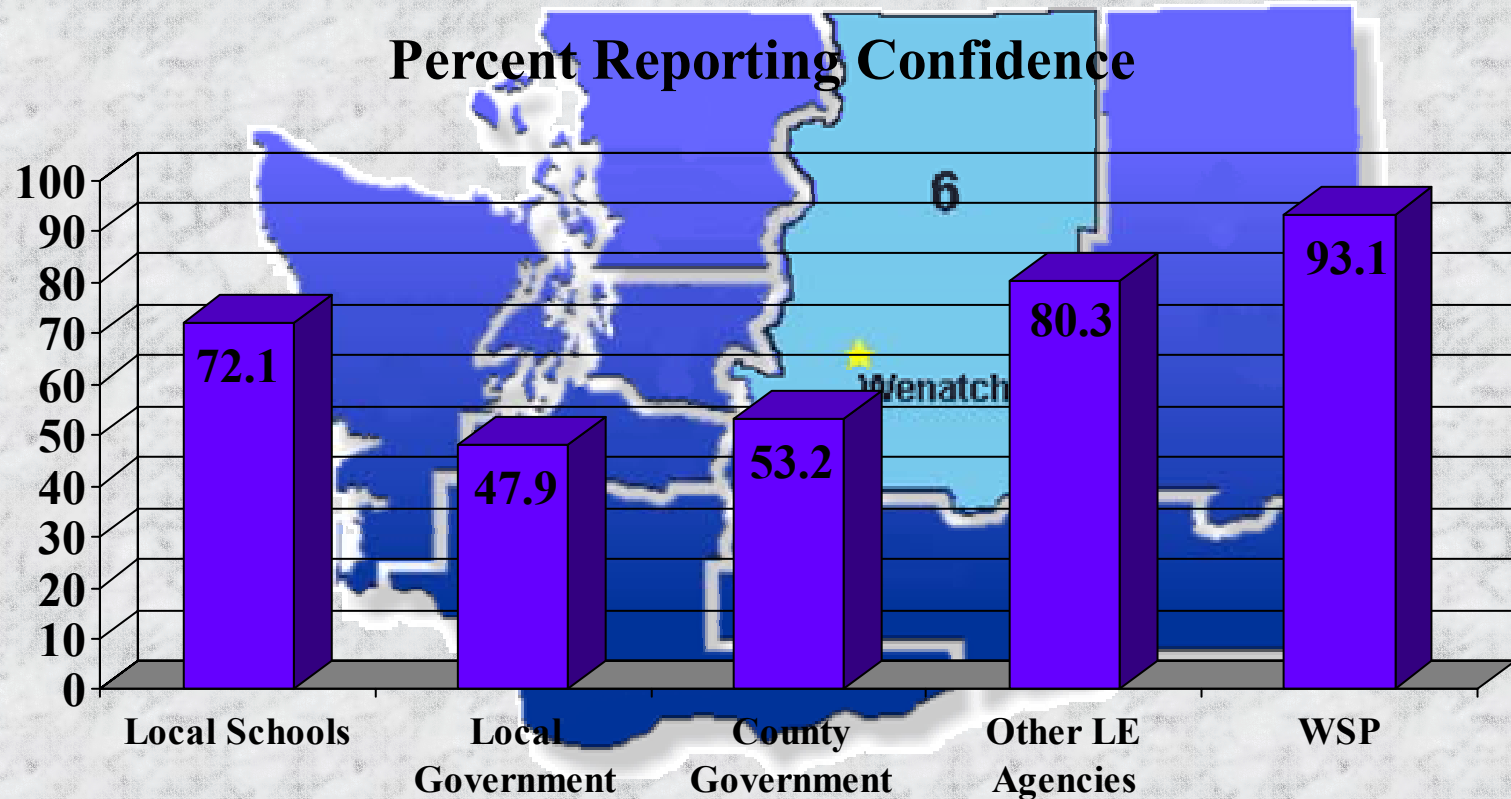
District 6:

WSP Success with Top Concerns

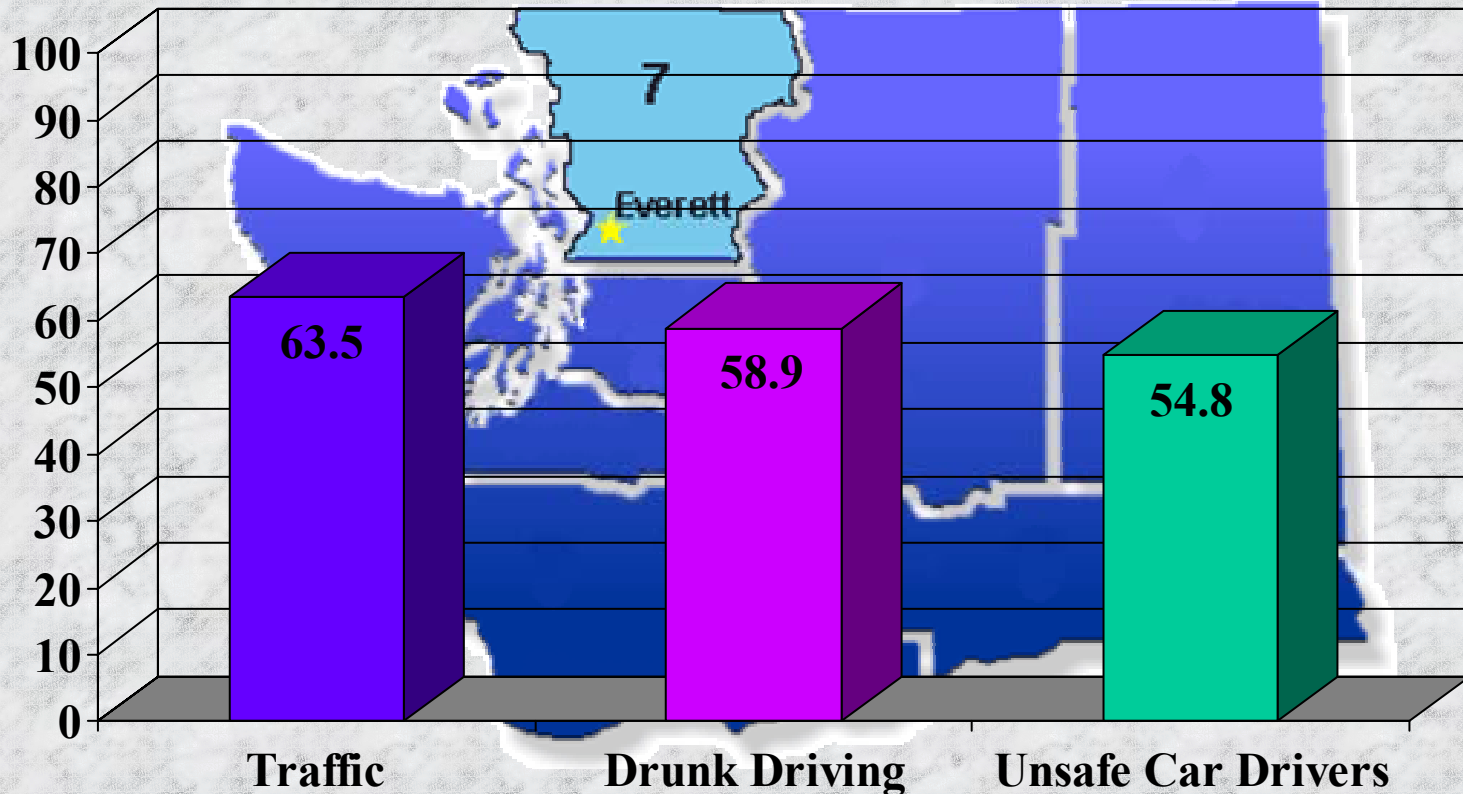


District 6:

Trust in Government

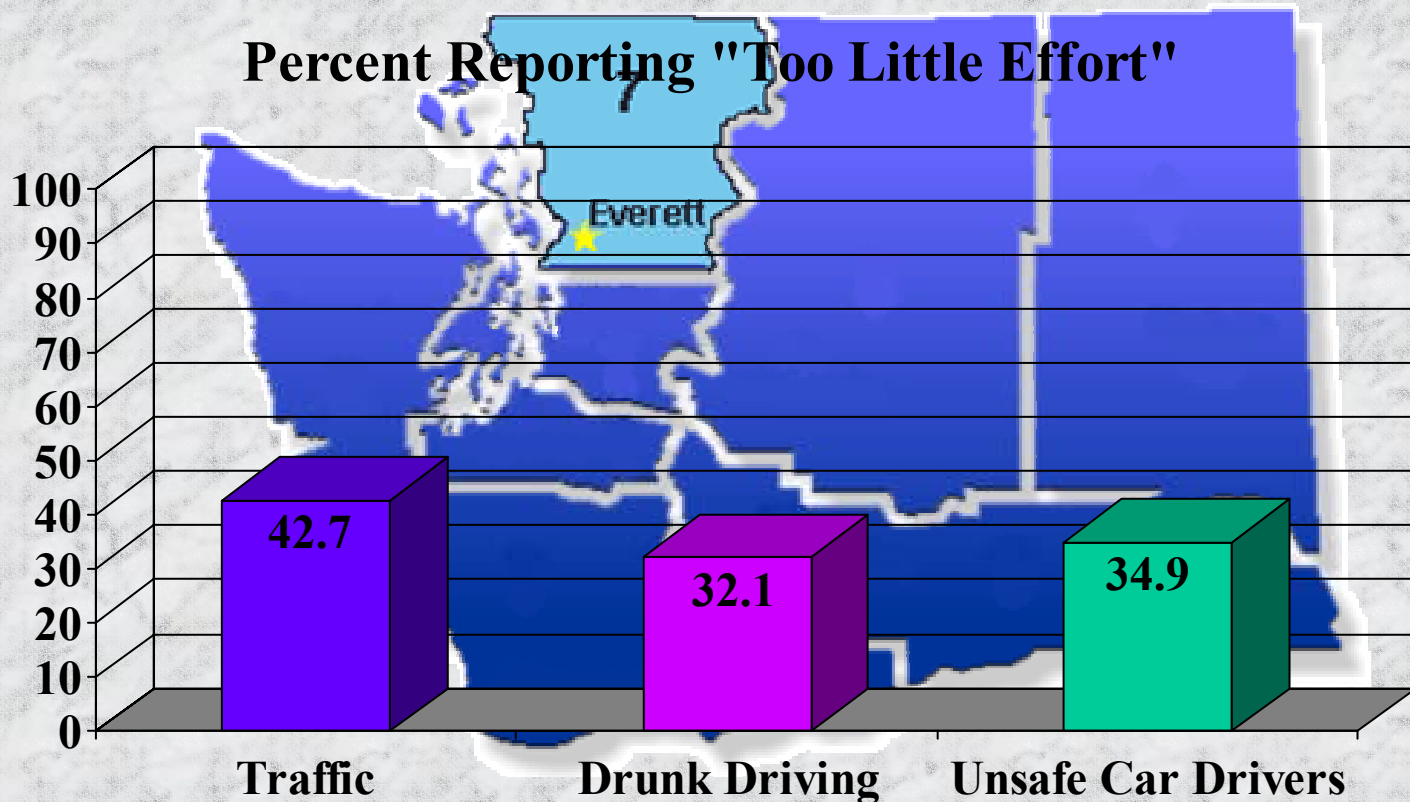


District 7 - Top Concerns



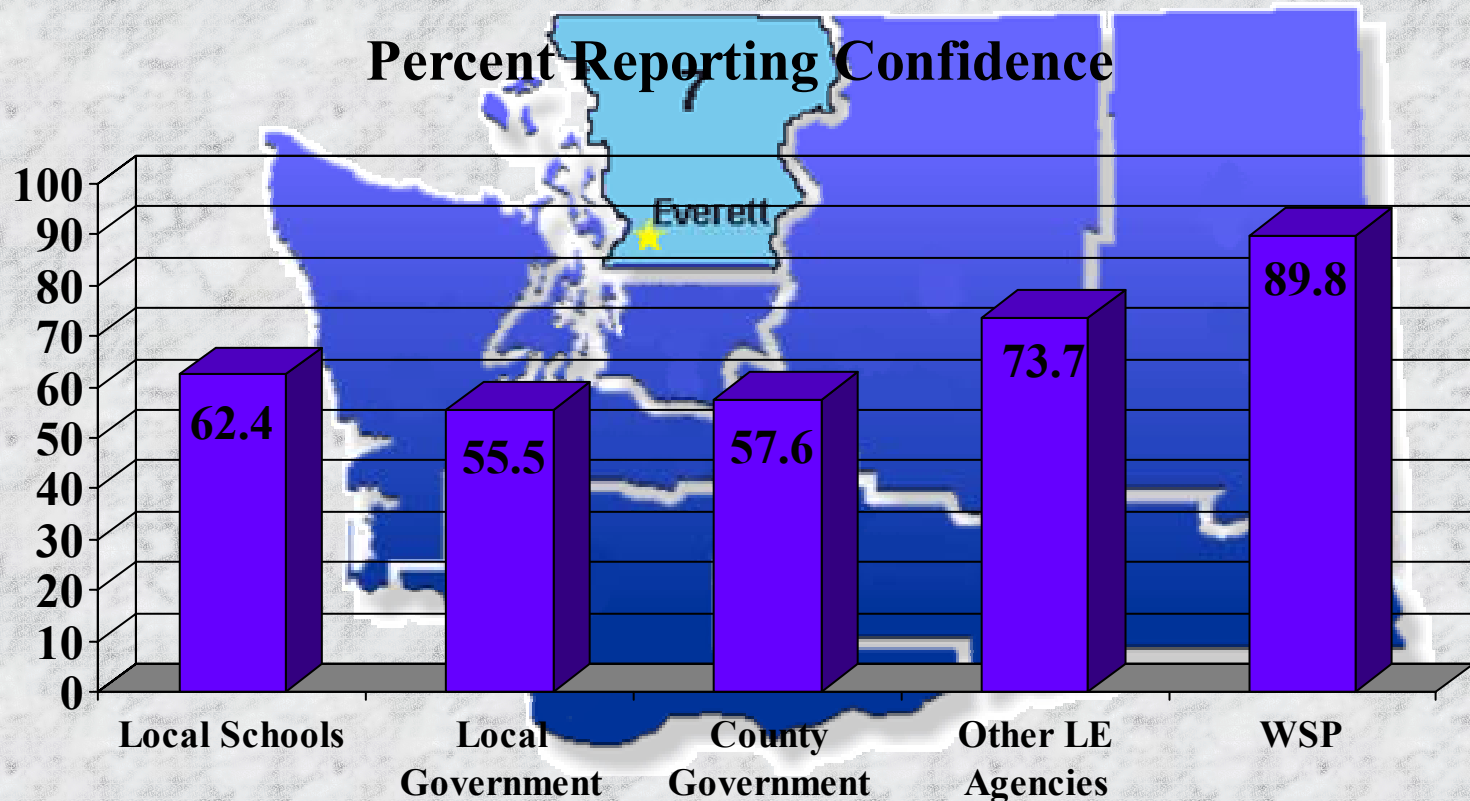
District 7:

WSP Success with Top Concerns

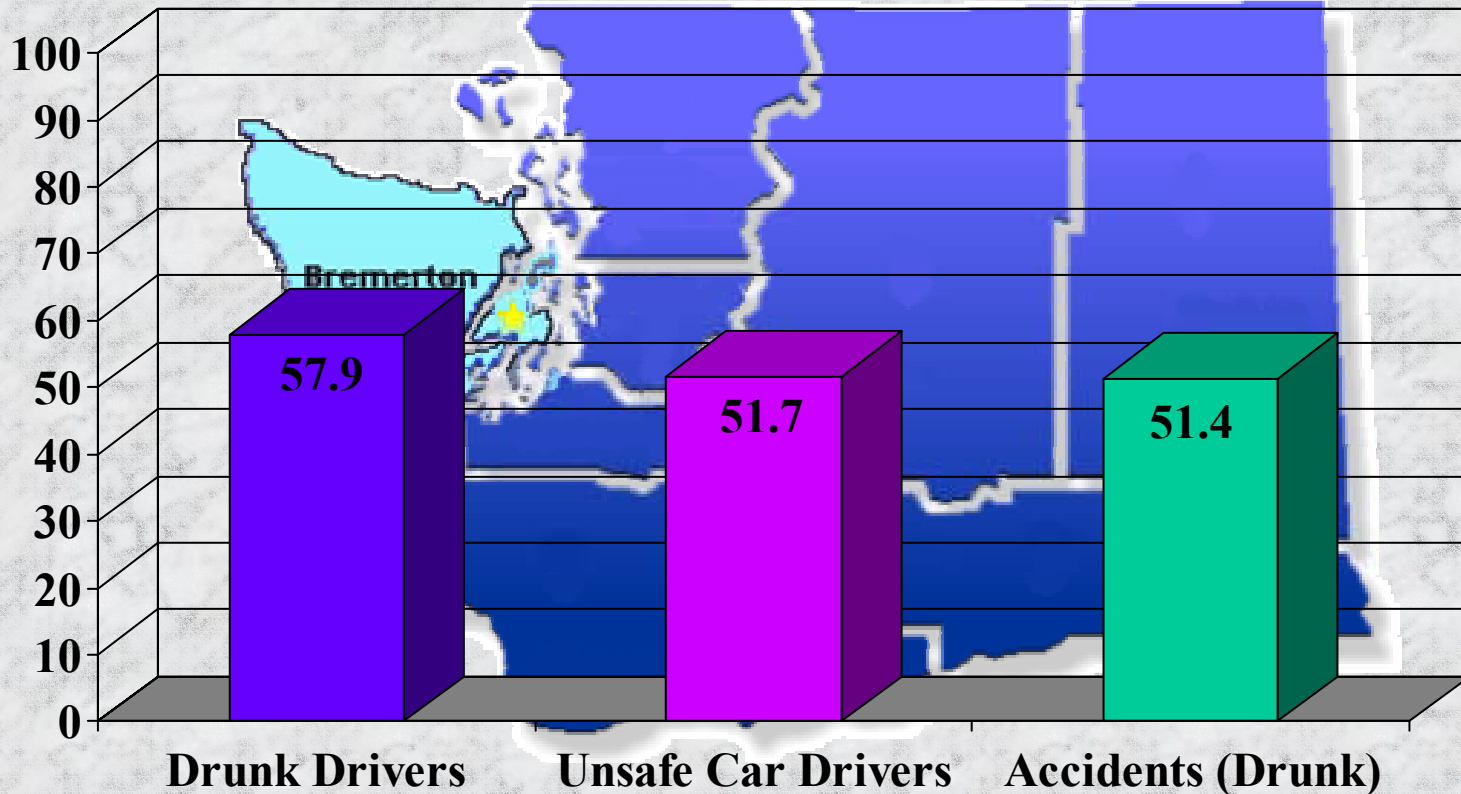


District 7:

Trust in Government

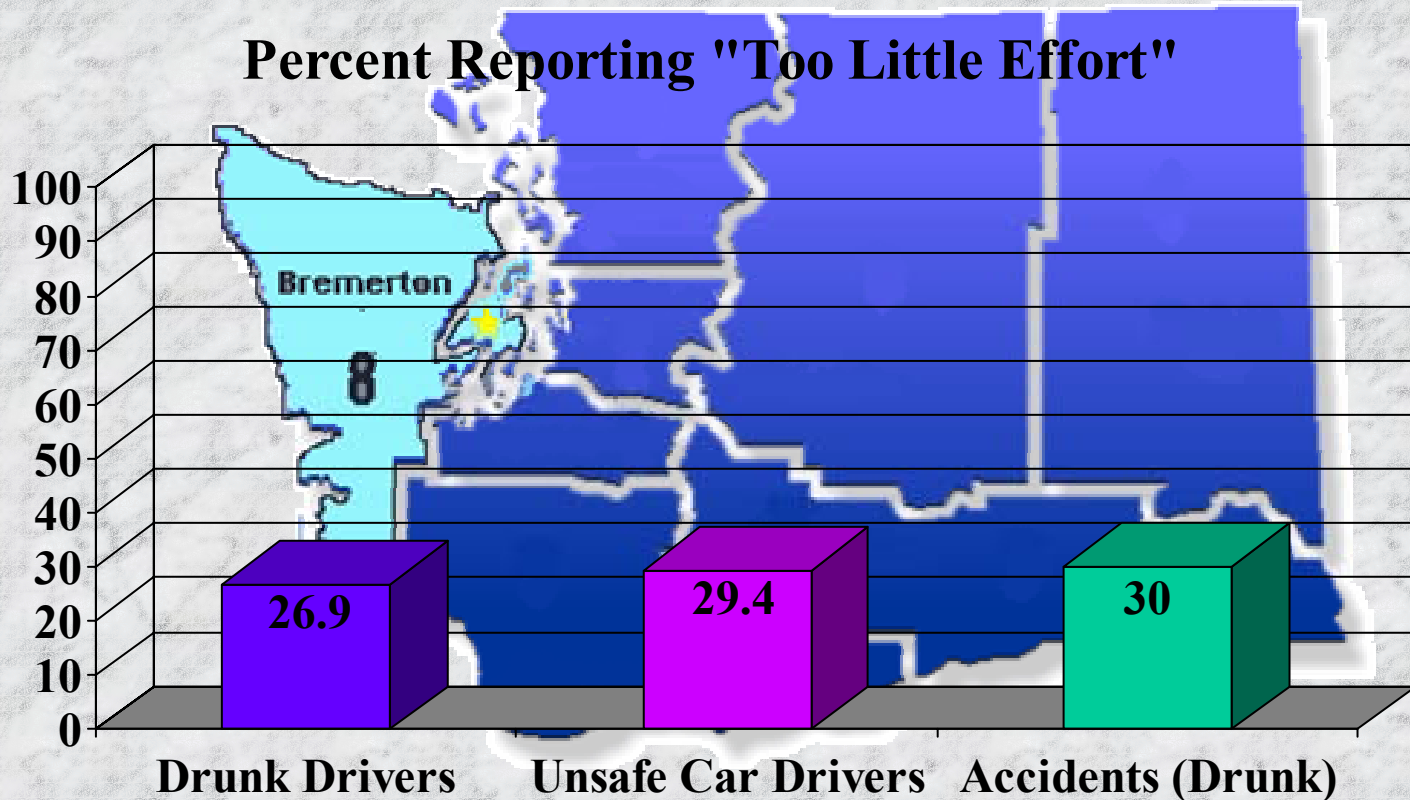


District 8 - Top Concerns



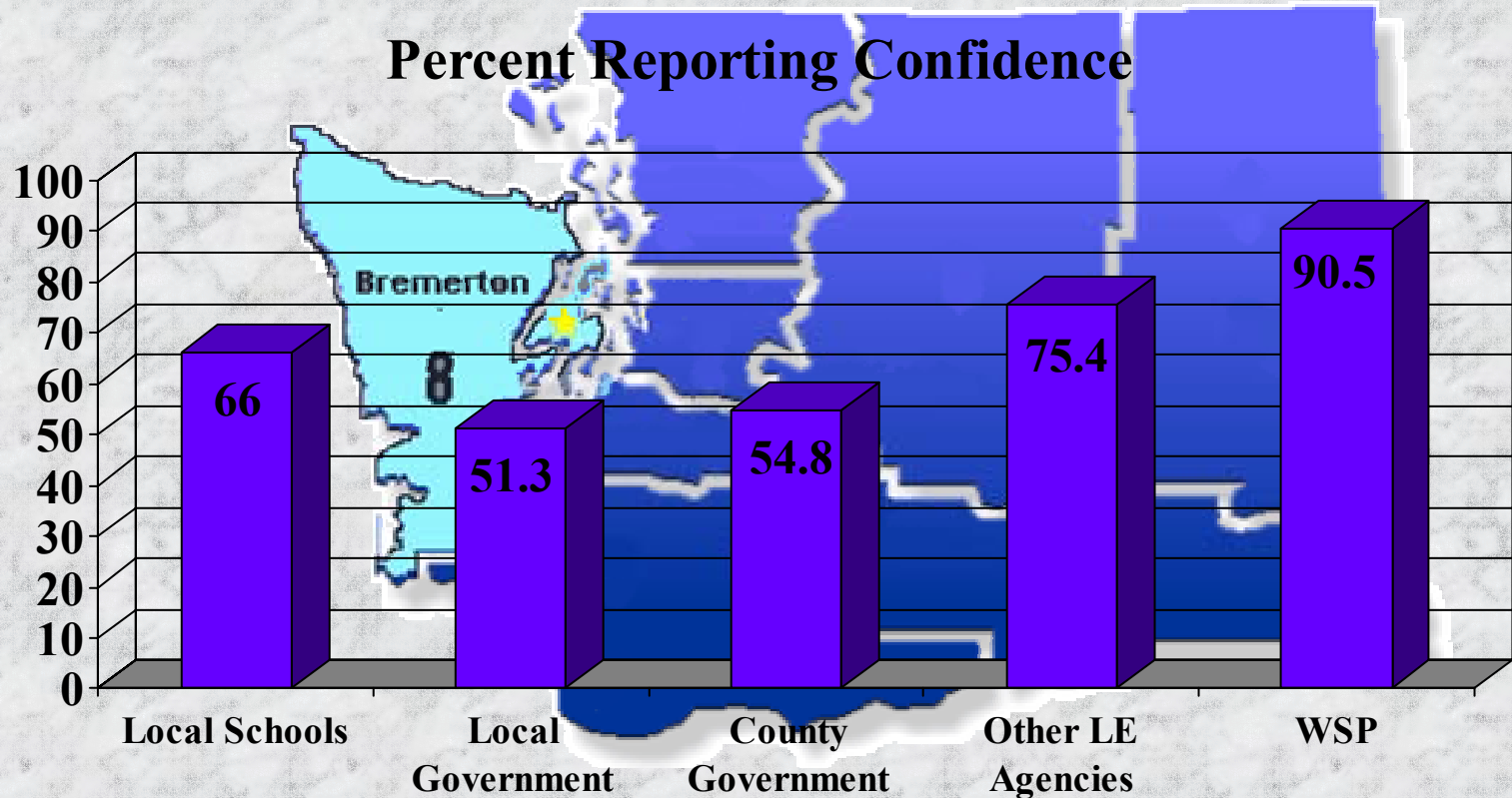
District 8:

WSP Success with Top Concerns

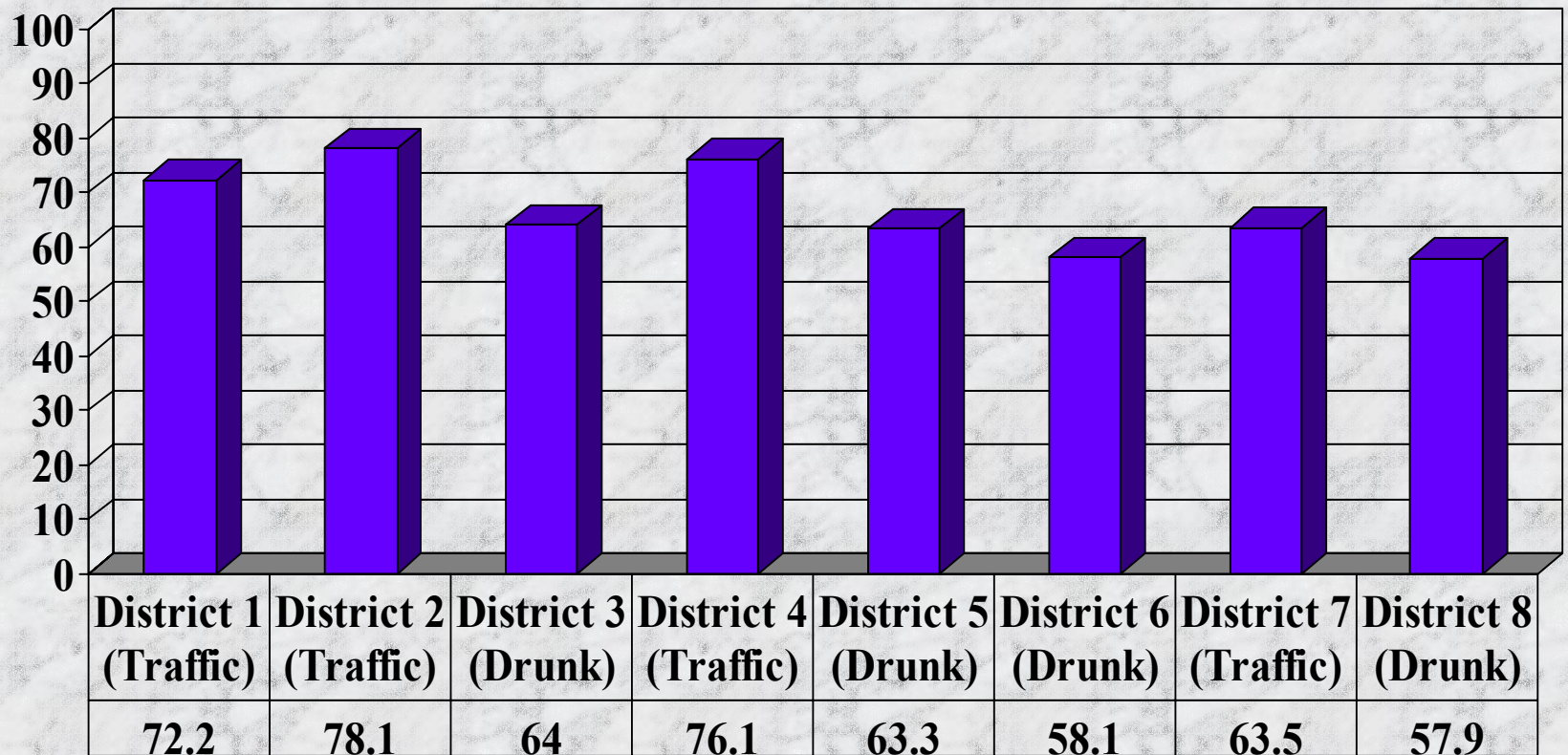


District 8:

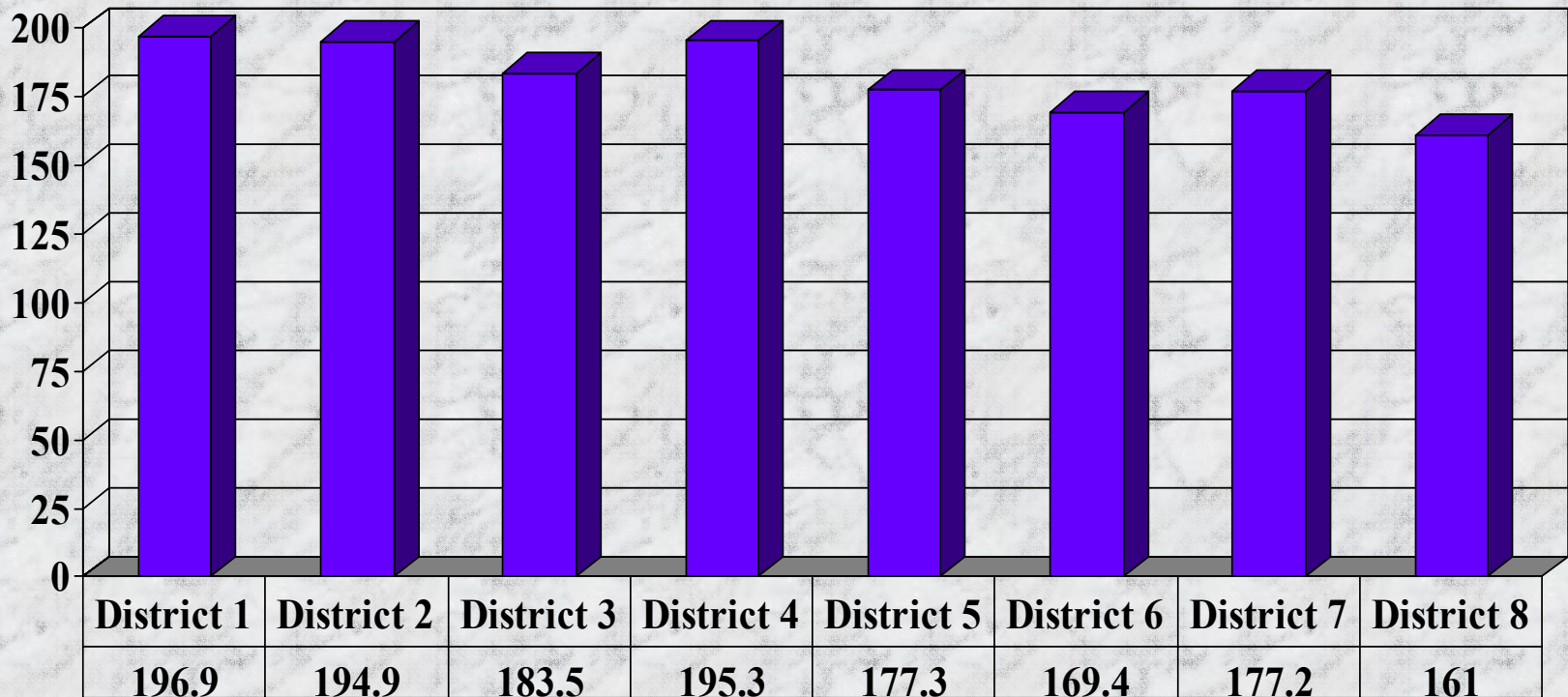
Trust in Government



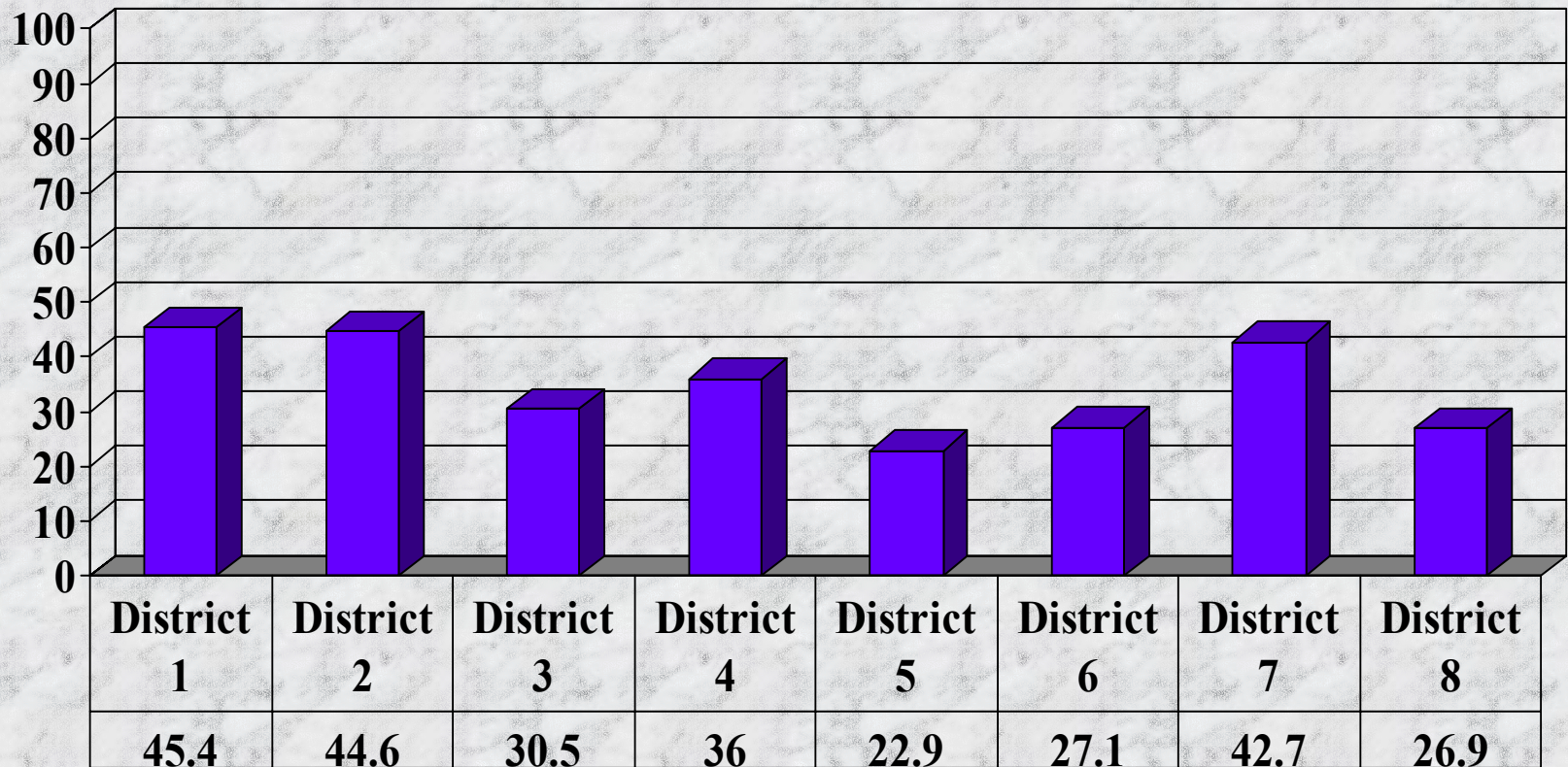
District Concern Severity



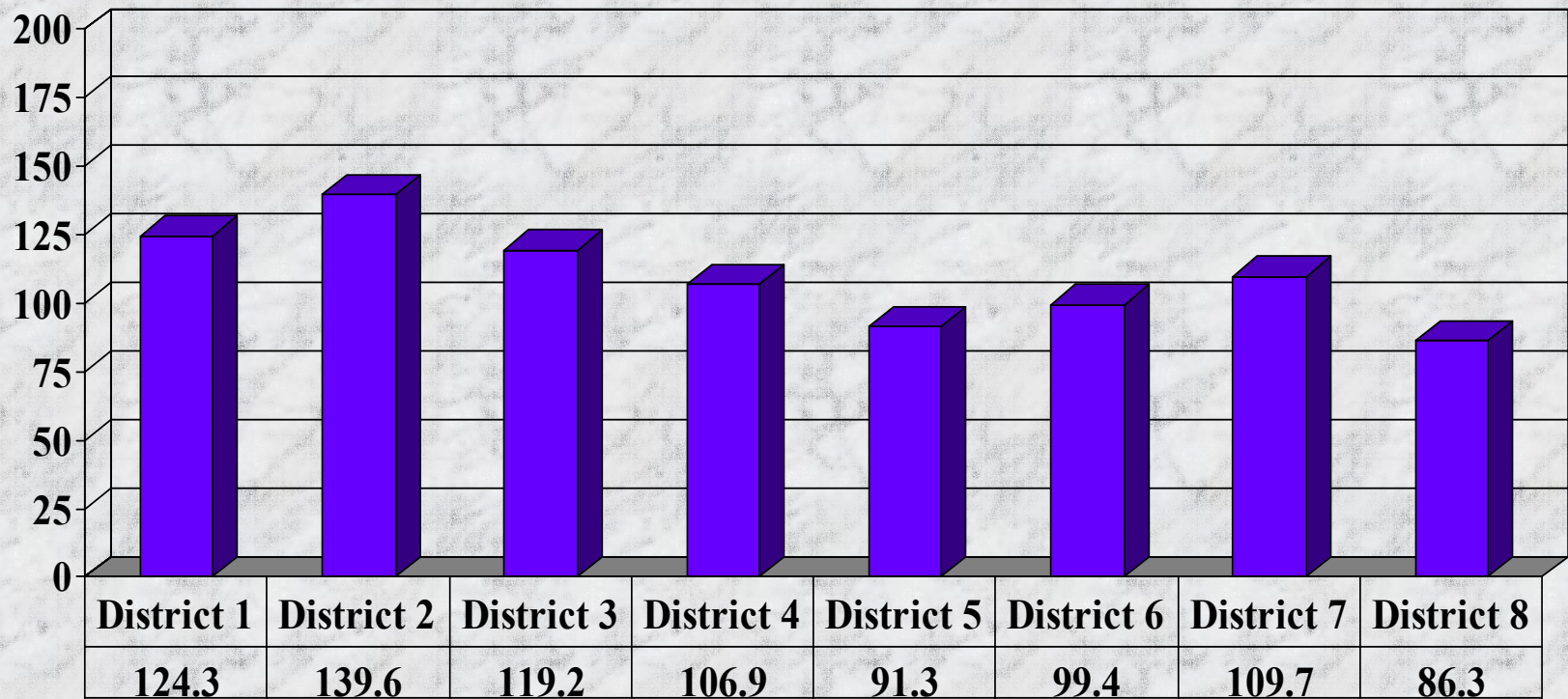
District Concern Severity (Top 3)



District Enforcement Success



District Enforcement Success (Top 3)



Conclusions

- Very Favorable General Impressions
- Customer/Contact Assessment Favorable
- Geographic Differences
- POPS/Other Impact in District 6
- Verbal Warnings - Lessons Learned
- Civility, Alcohol and Cell Phone Issues